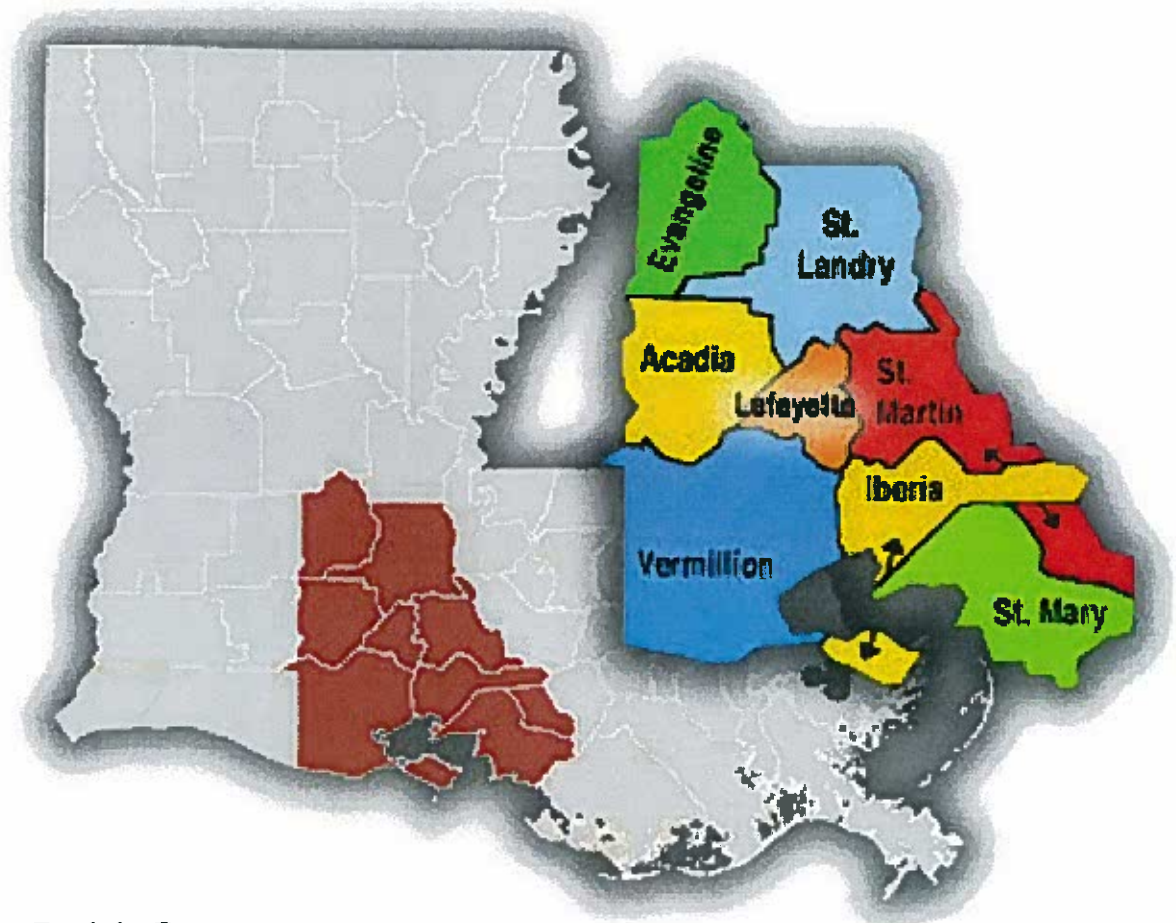


Workforce Innovation and Opportunity Act

Draft Local /Regional Plan 2016—2020

Region IV



Workforce Development Boards

#40 & #41

Local Workforce Development Area #40

State of Concurrence

Pursuant to the Workforce Innovation and Opportunity Act (WIOA), this is to certify that both the Chief Elected Official of the Local Workforce Development Area (LWDA) and the Local Workforce Development Board (LWDB) concur in the attached:

Program Administration Designees and Plan Signatures

Name of WIOA Title I Local Grant Recipient: St. Landry Parish Government

Address: P.O. Box 1550, Opelousas, LA 70570

Telephone Number: (337)948-3688

Fax Number: (337)948-1281

Email Address: bill.fontenot@stlandryparish.org

Name of WIOA Title I Local Fiscal Agent (if different from the Grant Recipient) -

Address:

Telephone Number:

Fax Number:

Email Address:

Name of Chief Elected Official: W.K. Bill Fontenot

Signature and Date

W.K. Bill Fontenot 7/29/16

Address: P.O. Box 1550, Opelousas, LA 70570

Telephone Number: (337)948-3688

Fax Number: (337)948-1281

Email Address: bill.fontenot@stlandryparish.org

Name of LWDB #40 Chair: Robert Manuel

Signature and Date

Bob Manuel 7/28/16

Address: 1004 Theophile Rd., Ville Platte, LA 70586

Telephone Number: (337)363-6366

Fax Number:

Email Address: bob.manuel.electrical@gmail.com

Name of LWDB #40 Executive Director: Brenda Hubbard-Thomas

Signature and Date

Brenda Hubbard-Thomas 7-29-2016

Address: 5367 I-49 South Service Road

Telephone Number: (337)942-5678

Fax Number: (337)942-9654

Email Address: ladyhubbard@aol.com

The Local Workforce Development Area (LWDA) / Grant Recipient is ultimately accountable for activities conducted and funds expended under the Workforce Innovation and Opportunity Act. The Federal funds received to carry out core programs will not be expended for any purpose other than for activities authorized with respect to such funds under that core program.

Local Workforce Development Area #41

State of Concurrence

Pursuant to the Workforce Innovation and Opportunity Act (WIOA), this is to certify that both the Chief Elected Official of the Local Workforce Development Area (LWDA) and the Local Workforce Development Board (LWDB) concur in the attached:

Program Administration Designees and Plan Signatures

Name of WIOA Title I Local Grant Recipient: Lafayette City-Parish Consolidated Government

Address: 705 West University Avenue, Lafayette, Louisiana 70506

Telephone Number: (337) 291-8300

Fax Number: (337) 291-8399

Email Address: jrobideaux@lafayettela.gov

Name of WIOA Title I Local Fiscal Agent (if different from the Grant Recipient) -

Address:

Telephone Number:

Fax Number:

Email Address:

Name of Chief Elected Official: Joel Robideaux, Mayor-President

Signature and Date

 7/28/16

Address: 705 West University Avenue, Lafayette, Louisiana 70506


Telephone Number: (337) 291-8300

Fax Number: (337) 291-8399

Email Address: jrobideaux@lafayettela.gov

Name of LWDB #41 Chair: Angela Tauzin, Chairperson

Signature and Date

 7/29/2016

Address: 1149 Garber Road, Broussard, Louisiana 70518

Telephone Number: (337) 839-0705

Fax Number: (337) 839-0724

Email Address: atauzin@pro-ndt.com

Name of LWDB Interim Executive Administrator: Cortney Boutte-Breaux

Signature and Date

 7-29-2016

Address: 706 E. Vermilion Street, Lafayette, Louisiana 70506

Telephone Number: (337) 262-1136

Fax Number: (337) 262-5604

Email Address: cortneyb@lwia41.org

The Local Workforce Development Area (LWDA) / Grant Recipient is ultimately accountable for activities conducted and funds expended under the Workforce Innovation and Opportunity Act. The Federal funds received to carry out core programs will not be expended for any purpose other than for activities authorized with respect to such funds under that core program.

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Workforce Innovation and Opportunity Act (WIOA)

Regional/Local Plan 2016 – 2020 for Region IV

INTRODUCTION

The Workforce Innovation and Opportunity Act (WIOA) requires each local workforce development board (LWDB) to develop and submit, in partnership with the chief elected official (CEO), a comprehensive four-year plan to the Governor. The local plan shall support the vision, goals and strategy described in the State plan and otherwise is consistent with the State plan.

The WIOA four-year plan will be effective July 1, 2016 – June 30, 2020. This Local Plan submitted by Local Workforce Development Boards #40 & #41, covering Local Workforce Development Areas #40 & #41, to address the current and future strategies and efficiencies that address the continuing modernization of the workforce system and creation of a customer-centered system; where the One-Stop Center provide excellent customer service to all jobseekers and businesses in Region IV and where the workforce system supports strong regional economies, alignment of K-12 education and post-secondary education systems with high demand, high-wage occupations.

FEDERAL AND STATE REQUIREMENTS FOR LOCAL ADMINISTRATION OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

Reference the Workforce Innovation and Opportunity Act, Public Law 113-128, enacted July 22, 2014. Additional information is available at the U.S. Department of Labor Employment and Training Administration website: www.doleta.gov

PUBLIC COMMENT

In accordance with the Workforce Innovation and Opportunity Act, Section 108(d), the workforce development board shall make copies of the proposed local plan available to the public electronically and to allow for public comment not later than the end of the 30 day period beginning on the date the proposed plan is made available; and, include with submission of the local plan, any comments that represent disagreement with the plan. The Workforce Development Boards in Region IV will make the draft local plan available for public comment on June 29th, 2016 and will accept public comments until 12:00pm on July 29, 2016. Comments can be sent to Cortney Boutte'-Breaux at cortneyb@lwia41.org or to Brenda Hubbard-Thomas at ladyhubbard@aol.com.

PLAN SUBMISSION AND DUE DATE

The final plan will be submitted to the Louisiana Workforce Commission Office of Workforce Development on July 29th, 2016 by 5:00pm. The final plan will be placed on the following websites: <http://stlandryparish.org/departments/workforce-development> and <http://www.lafayettela.gov/cao/wib/Pages/default.aspx>

ACRONYMS AND DEFINITIONS

Americans with Disabilities Act (ADA) – Law that was enacted in 1990 that prohibits discrimination based on a disability.

Acadiana Society of Human Resource Management (ASHRM) – A professional association of human resource managers that gather monthly for information meeting and annual conferences.

Barriers to Employment – Individuals with barriers to employment means a member of one or more of the following populations: displaced homemakers, low-income individuals, Indians/Alaska Natives/Native Hawaiians, as such terms are defined in section 166, individuals with disabilities including youth who are individuals with disabilities, older individuals, ex-offenders, homeless individuals, youth who are in or have aged out of foster care system, individuals who are English language learner or have low levels of literacy or individuals facing substantial cultural barriers, eligible migrant and seasonal farmworkers, individuals within two (2) years of exhausting lifetime eligibility under Part A of Title IV of Social Security Act, single parents, or long-term unemployed individuals.

Business and Career Solutions Center (BCSC) – One-Stop employer and jobseekers services provider.

Cost Allocation Plan (CAP) – A written plan to assure that each One-Stop Partner pays their fair share as outlined in WIOA.

Community Based Organizations (CBO) – Civil society non-profits that operate within a single local community.

Chief Elected Official (CEO) – Chief elected officials for the parishes located in Region IV.

Department of Children and Family Services (DCFS) – Louisiana government agency that works to keep children safe and helps individuals and families become self-sufficient.

Disabled Veterans' Outreach Program Specialist (DVOP) – Specialized staff person whose duties include providing intensive services to veterans and eligible person who have barriers to employment and conduct outreach to locate such veterans and eligible persons.

Eligible Training Provider List (ETPL) – Training providers who are eligible to receive WIOA Title I funds to provide tuition assistance for occupational training.

Individuals Training Account (ITA) – Tuition based occupational training for eligible participants paid by with WIOA funds. Commonly referred to as “scholarships” within the local one-stop offices.

Incumbent Worker Training Program (IWTP) – Training payment program for employer workers through the Louisiana Workforce Commission.

Keeping You Trained and Employed (KYTE) – HiSET preparation program designed to train youth between the ages of 16-24 for the High School Equivalency Diploma formerly known as the GED.

Louisiana Job and Employment Training (LAJET) – Job seeking training for food stamp recipients.

Lafayette Economic Development Authority (LEDA) – Local economic development and related services for Lafayette Parish.

Lafayette Parish School System (LPSS) – K-12 educational services entity for Lafayette Parish.

Local Veterans' Employment Representative (LVER) – Specialized staff person whose duties include conducting outreach to employers to assist veterans in gaining employment and are expected to work exclusively with the employer community.

Local Workforce Development Area (LWDA) – A local geographical area designated by the Governor.

Local Workforce Development Board (LWDB) – Develops policy for Local Workforce Development Area.

Louisiana Workforce Commission (LWC) – The recognized Department of Labor for the state of Louisiana.

Louisiana Workforce Investment Council (LWIC) – State level council for workforce, education, business, and industry.

Memorandum of Understanding (MOU) – document describing a bilateral or multilateral agreement between One-Stop Partners.

Metropolitan Statistical Area (MSA) – Geographical region with a relatively high population density at its core.

On the Job Training (OJT) – Reimbursement program for training workers at 50% of wages unless otherwise stated differently.

One Acadiana – Regional economic development and general business organization.

Registered Apprenticeship (RA) – Training program for skilled workers.

Request for Proposal (RFP) – Solicitation process to obtain training proposals.

Small Business Employee Training (SBET) – 50 or fewer employees training payment program for employers through Louisiana Workforce Commission.

South Louisiana Community College (SLCC) – Public higher education training institution that issues industry certifications, technical diplomas, and associate degrees.

St. Martin, Iberia, Lafayette Community Action Agency (SMILE) – Regional community action agency.

Supplemental Nutrition Assistance Program (SNAP) – U.S. Department of Agriculture sponsored food stamp program.

Workforce Investment Act (WIA) – Federal legislation that preceded Workforce Innovation and Opportunity Act.

Workforce Innovation and Opportunity Act (WIOA) – Legislation that provides federal funding for workforce development and training activities.

WorkReady U (WRU) – Louisiana's Comprehensive Adult Education System

I. REQUIREMENTS FOR REGIONAL/LOCAL PLAN

The plan covers the six core programs:

- The Adult Program (Title I)
- The Dislocated Worker Program (Title I)
- The Youth Program (Title I)
- The Adult Education and Family Literacy Act Program (Title II)
- The Wagner-Peyser Act Program (Wagner-Peyser Act, as amended by Title III), and
- The Vocational Rehabilitation Program (Title I of the Rehabilitation Act of 1973, as amended by Title IV)

The plan also includes:

- Temporary Assistance for Needy Families Program (42 U.S.C. 601 et seq)
- Employment and Training programs under the Supplemental Nutrition Assistance Program (programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C 2015(o))
- Jobs for Veterans State Grant Jobs for Veterans State Grants program (programs authorized under 38, U.S.C. 4100 et. seq.)
- Community Services Block Grant (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.))
- Trade Adjustment Assistance for Workers programs (activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))

This plan includes two major content areas: Strategic Planning Elements and Operational Planning Elements. The Strategic Planning Elements section will include analyses of the regional economic conditions, workforce characteristics, and workforce development activities. The said analyses will assist in driving the required vision and goals for the regional workforce development system and alignment strategies for workforce development programs to support economic growth. The Operational Planning Elements section will identify the regional/local's efforts to support the regional/local's strategic vision and goals as identified in the Strategic Planning Elements section.

II. STRATEGIC ELEMENTS

Region IV, commonly referred to as Acadiana, has two Local Workforce Development Areas; #40 & #41, that consist of the following parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, and Vermilion. The Lafayette Metropolitan Statistical Area (Lafayette, St. Martin, Acadiana, Iberia, and Vermilion Parishes) is ranked the 3rd largest MSA in the State of Louisiana trailing behind New Orleans and Baton Rouge. The 2010 Census reported that there were 61,826 families residing within the Lafayette MSA with a median income per household at \$33,610 and a median income for a family at \$40,737. The 2010 Census also reported that males had a median income of \$33,565 versus \$20,558 for females with a per capita for the Lafayette MSA was \$16,495.

Figure 1: Population by Parish in Region IV

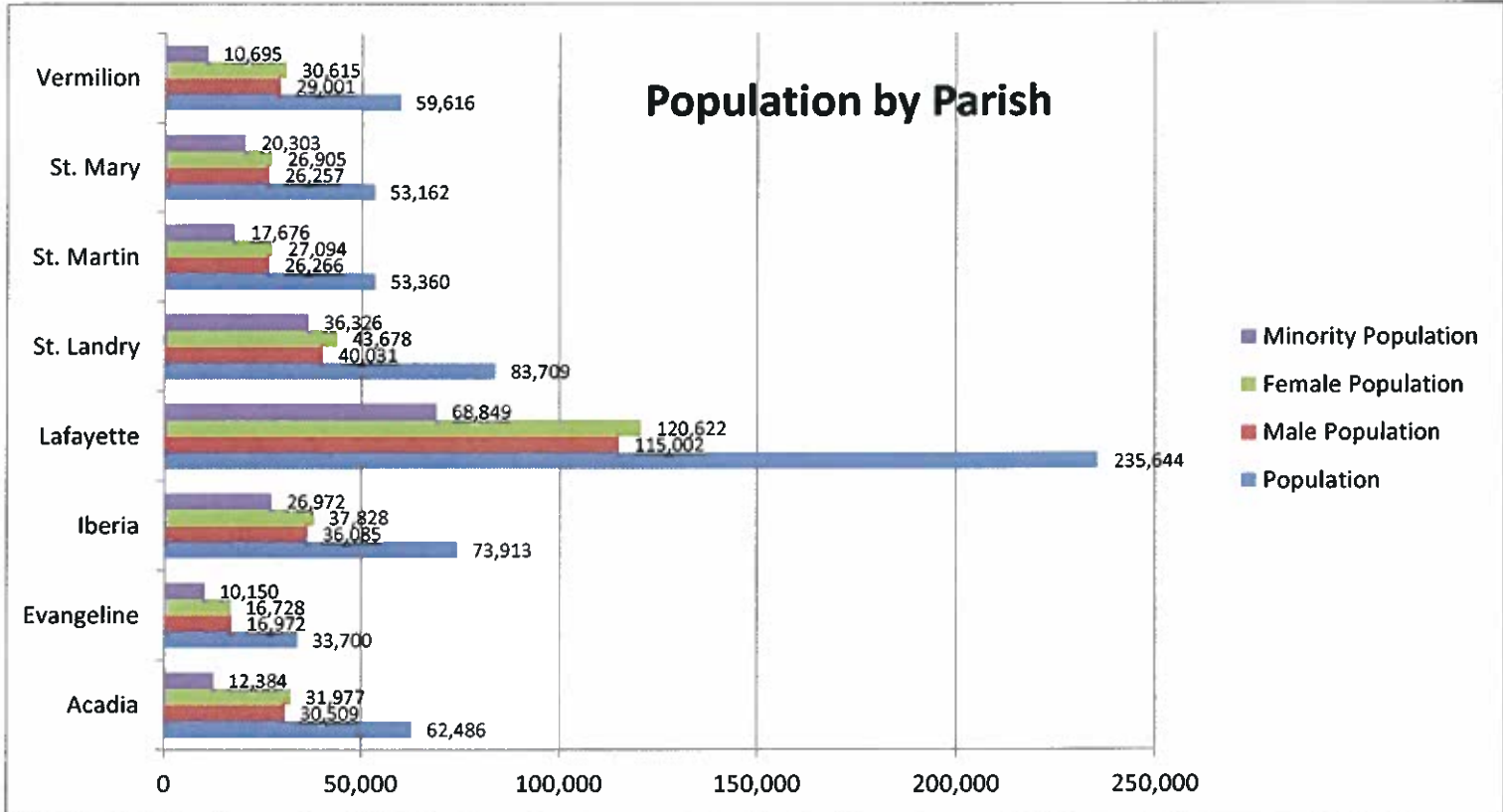
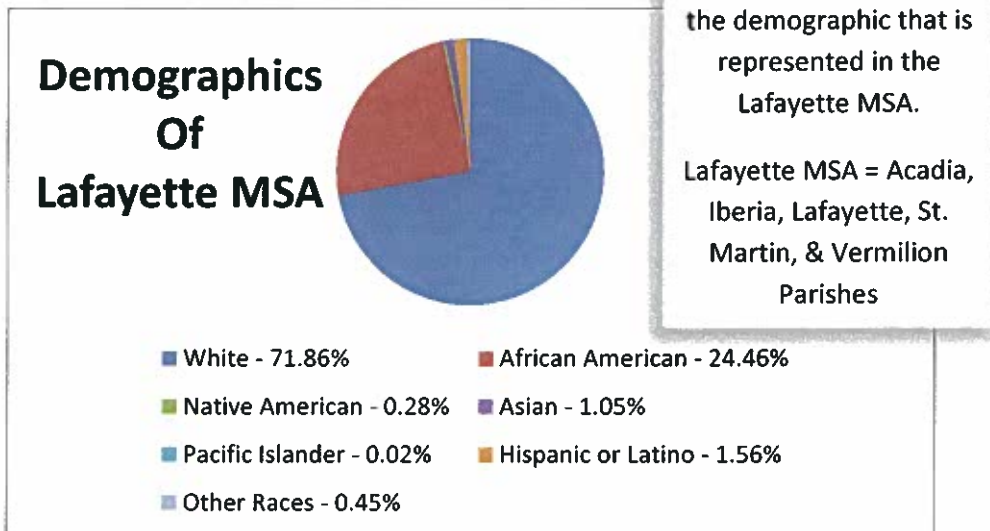


Figure 2: Demographics of Lafayette MSA



(a) Economic, Workforce, and Workforce Development Activities Analysis

(1) Economic and Workforce Analysis

Region IV has experienced tremendous economic hardships dating back to the end of 2014. The Louisiana Workforce Commission reported that in January of 2015, the Mining and Logging Industry combined with Support Activities for Mining category employed 42,900 people. But, in January 2016, the Louisiana Workforce Commission reported the same industry with the combined category decreased to 31,500 people employed. For Acadiana, this means that there were approximately 11,000 jobs lost between December 2014 and January 2016 just in the Mining and Logging industry. Due to the negative impact that Region IV has experienced, the primary and most notable consequence has been the steady volumes of participants served at the Business and Career Solutions Centers across the region. Despite increased traffic and large unemployment rates, Region IV has experienced significant cuts to WIOA formula funding.

Figure 3: Traffic Count for the 8 Parishes in Region IV from 7/1/2013 to 6/30/2014

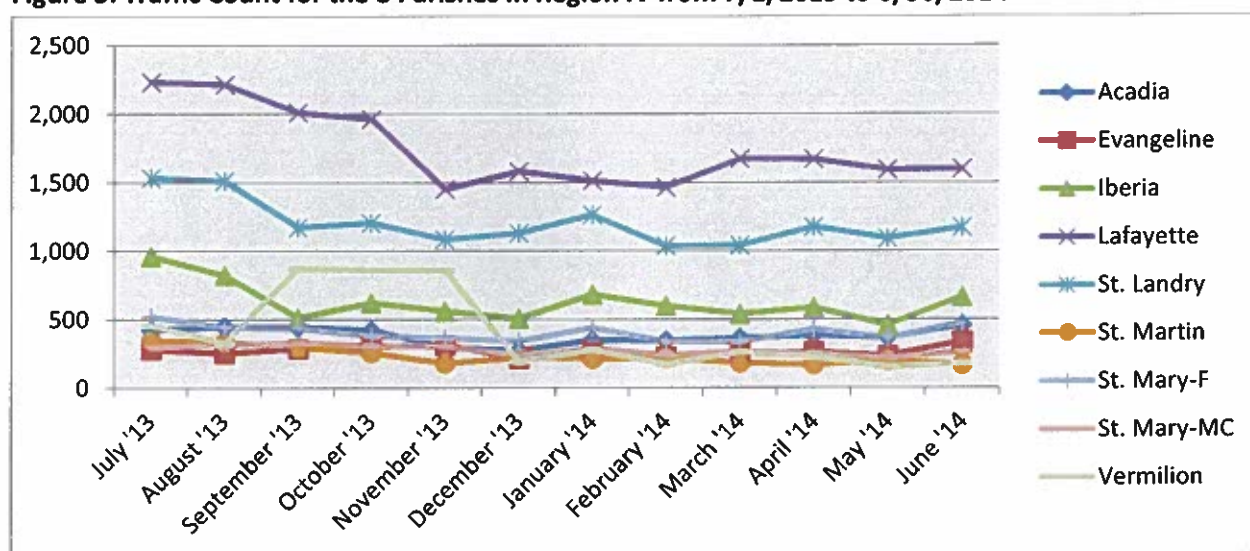


Figure 4: Traffic Count for the 8 Parishes in Region IV from 7/1/2014 to 6/30/2015

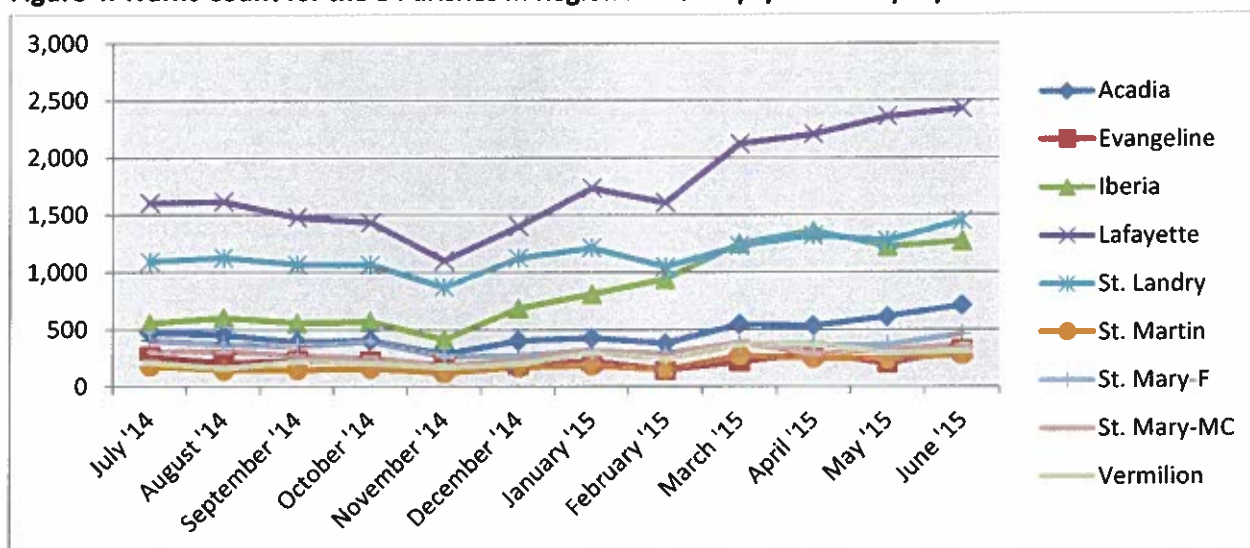
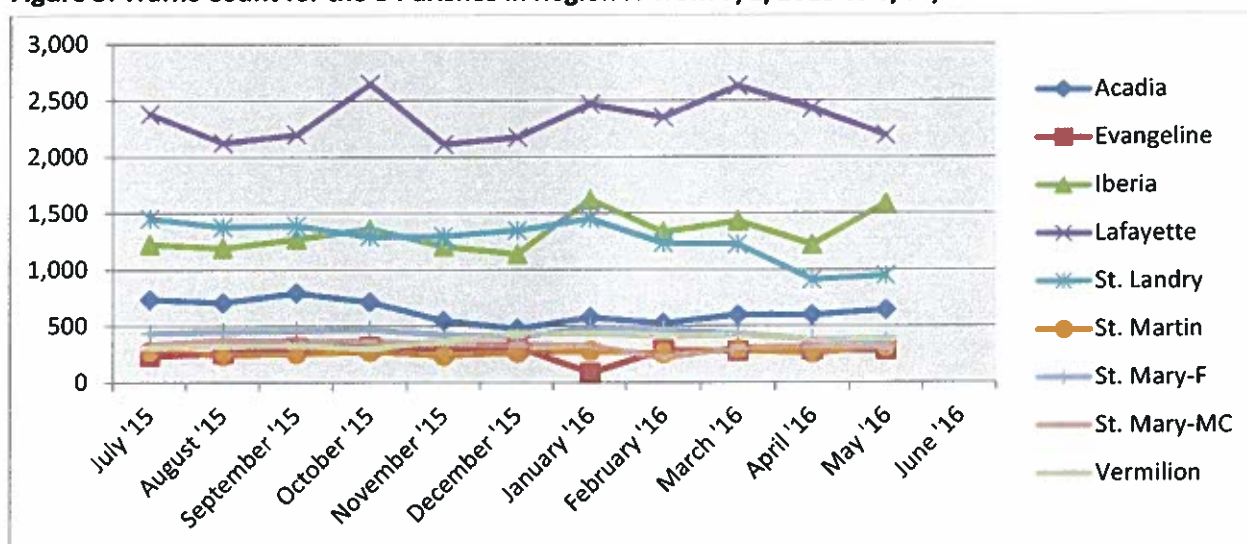


Figure 5: Traffic Count for the 8 Parishes in Region IV from 7/1/2015 to 6/30/2016



(A) Economic Analysis – Regional Economic Conditions and Trends

The Louisiana Economic Outlook: 2016 and 2017, published by the Division of Economic Development at the E.J. Ourso College of Business at Louisiana State University, was released in October 2015. This report gathered data that can be used to reveal information about employment in Lafayette and other parts of Louisiana.

- According to the LEO, persistent layoffs in the energy sector will drive employment lower in the Lafayette MSA for a second straight year in 2016, with a loss of 2,600 jobs. However, if LEO oil price forecasts are near the mark, 2017 should be a recovery year, with the region adding 2,000 plus jobs. The addition of four new high tech firms will help this region as well. The tech companies will bring over a 1,000 new jobs to Region IV.

The U.S. Census Bureau center for Economic Studies pilots the Longitudinal Employer-Household Dynamics (LEHD) program, which produces public-use information combining federal, state, and Census Bureau data on employers and employees via online tools. On the Map, a mapping and reporting tool, shows where people work and workers live. QWI Explorer provides visuals of economic indicators and employment flows.

- On the Map states that of the people employed in the Lafayette MSA, 29.6 percent live outside the area while 70.4 percent of those employed live in the MSA. Of those living in the MSA, 25 percent are employed outside the MSA.
- Turnover is the rate at which stable jobs begin and end, according to QWI Explorer. A high turnover rate can indicate industries with excessive employment churning.
- The Lafayette MSA has a turnover rate of 9.9 percent across all industries in 2015 Quarter 1, with 2014 Quarter 4 and 2015 Quarter 1 having the highest rates since 2012 Quarter 3.
- Quarterly turnover rates in the MSA are lowest for those aged 55-64; predictably, 14-18 year olds and 19-21 year olds show the highest rates, averaging above 20 percent quarterly.

Region IV focuses on four main industry sectors: health care, professional, scientific, and technical services, manufacturing, and transportation and warehousing.

- Health care and social assistance is the highest-employing industry in the region, with an estimated 40,096 employees in 2015 Quarter 4. The industry will continue growing, with a projected employment increase of 19.5 percent by the year 2022.

- Professional, scientific, and technical services are projected to have an employment increase of 2,029 employees in the next ten years, and enjoy the third-highest average weekly wages in the region at \$1,472/week.
- Manufacturing saw the fourth-highest average weekly wage in the Lafayette region for the 4th Quarter of 2015, at \$1,210/week. Manufacturing payroll contributions to the economy totaled over \$363 million in the 4th Quarter of 2015.
- Transportation and warehousing is projected to increase by 13.6 percent in the long run, compared to its small short term growth of 1.5 percent. This industry shows quarterly turnover rates lower than the region's average over a five-year period.

The Louisiana Workforce Commission's Labor Market Information (LMI) Louisiana Occupational Information System (LOIS) Scorecard is the state's Virtual Labor Market Information Web Portal. This interactive site provides users with access to the latest state and sub-state labor force, wages, population, industry employment, training schools, training programs, Scorecard for completion rates, Youth Web Portal, projections, demographics, nonfarm employment, employer database, unemployment claimants, industry staffing patterns, licensed occupations, demand occupations and career products. The LMI tables, charts, and figures that follow provide long term industry growth projections for the Lafayette region.

(i) Existing Demand Industry Sectors & Occupations

Table 1: Short-Term and Long-Term Industry Growth by Region

RLMA	Region	2014 Employment	2016 Projected Employment	Short Term Growth	2022 Projected Employment	Long Term Growth
0	Statewide	2,027,088	2,106,704	3.9%	2,262,767	11.6%
1	New Orleans	572,766	590,968	3.2%	620,508	8.3%
2	Baton Rouge	453,473	470,470	3.7%	513,709	13.3%
3	Houma	108,906	115,415	6.0%	125,838	15.5%
4	Lafayette	294,281	300,552	2.1%	328,733	11.7%
5	Lake Charles	123,404	141,963	15.0%	123,404	15.0%
6	Alexandria	113,526	117,655	3.6%	127,209	12.1%
7	Shreveport	243,517	248,696	2.1%	275,604	13.2%
8	Monroe	117,215	120,985	3.2%	129,242	10.3%

Region IV's short term and long term employment projections suggest that the annual average workforce will increase at 1.28 percent, just outpacing the state annual average workforce demand of 1.27 percent. Table 1 shows that Region IV exhibits a lower projected growth than all other regions excluding Shreveport in the short-run, but also expects growth in excess of the state average when looking at long-term growth.¹

Table 2: Top Industry Subsectors by Employment Outpacing State Growth, 2014-2016

Industry	NAICS Code	2014 Employment	2016 Projected Employment	Employment Growth	Percent Growth
Food services and drinking places	722	19,857	20,986	1,129	5.7%
Ambulatory health care services	621	14,935	15,557	622	4.2%
Administrative and support services	561	10,034	10,394	360	3.6%

¹ Source (Tables 1-5, Fig 6-7): The Industry and Occupational Projections are produced by an analyst in the Labor Market Information Unit of the Research and Statistics Division of the Louisiana Workforce Commission.

Specialty trade contractors	238	8,258	8,682	424	5.1%
Social assistance	624	8,094	8,569	475	5.9%
Machinery manufacturing	333	7,445	8,301	856	11.5%
Nursing and residential care facilities	623	6,071	6,305	234	3.9%
Fabricated metal product manufacturing	332	5,625	5,938	313	5.6%
Heavy and civil engineering construction	237	4,252	4,470	218	5.1%
Merchant wholesalers, nondurable goods	424	3,731	3,888	157	4.2%

Table 2 depicts the largest ten industry subsectors by employment in Region IV with all but Administrative and Support Services having a projected employment growth greater than or equal to that of the state average of 3.9 percent. Machinery Manufacturing, a subsector of the Manufacturing Industry, enjoys double digit percentage growth in employment through 2016.²

Table 3: Top Industry Subsectors by Employment Outpacing State Growth, 2012-2022

Industry	NAICS Code	2012 Employment	2022 Projected Employment	Employment Growth	Percent Growth
Ambulatory health care services	621	14,935	18,673	3,738	25.0%
Professional and technical services	541	12,436	14,465	2,029	16.3%
Hospitals	622	10,996	12,687	1,691	15.4%
Specialty trade contractors	238	8,258	9,668	1,410	17.1%
Social assistance	624	8,094	9,780	1,686	20.8%
Machinery manufacturing	333	7,445	8,106	661	8.9%
Merchant wholesalers, durable goods	423	7,252	8,749	1,497	20.6%
General merchandise stores	452	7,151	8,282	1,131	15.8%
Nursing and residential care facilities	623	6,071	6,794	723	11.9%
Heavy and civil engineering construction	237	4,252	5,274	1,022	24.0%

The state predicts an 11.6 percent increase in employment through 2022, and nine of the ten high-employment Region IV subsectors shown in Table 3 should surpass that growth. All of the four subsectors in the Health Care and Social Assistance industry are displayed below; the industry is expected to grow by 20.8 percent through 2022.³

² & ³ Source (Tables 1-5, Fig 6-7): The Industry and Occupational Projections are produced by an analyst in the Labor Market Information Unit of the Research and Statistics Division of the Louisiana Workforce Commission.

Table 4: Top 20 High-Demand Occupations by Employment

Star Rating	Occupational Title	2013 Estimate	2022 Projected	Annual Total Openings	2014 Annual Average Wage
★★★★★	General and Operations Managers	4,910	5,520	150	\$108,413
★★★★★	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	4,440	4,980	140	\$56,906
★★★★★	Registered Nurses	4,130	4,890	180	\$58,166
★★★★★	Welders, Cutters, Solderers, and Brazers	4,340	4,770	180	\$41,022
★★★★★	Licensed Practical and Licensed Vocational Nurses	3,640	4,360	160	\$36,891
★★★★★	First-Line Supervisors of Office and Administrative Support Workers	3,110	3,520	120	\$46,818
★★★★★	Machinists	2,450	2,790	110	\$43,680
★★★★★	Industrial Machinery Mechanics	1,970	2,580	120	\$45,794
★★★★★	First-Line Supervisors of Construction Trades and Extraction Workers	1,930	2,220	50	\$58,967
★★★★★	Accountants and Auditors	1,870	2,160	80	\$64,475
★★★★	Maintenance and Repair Workers, General	5,350	5,870	160	\$36,010
★★★★	Heavy and Tractor-Trailer Truck Drivers	4,640	5,320	140	\$37,572
★★★★	Bookkeeping, Accounting, and Auditing Clerks	4,470	5,020	100	\$34,246
★★★★	First-Line Supervisors of Retail Sales Workers	4,080	4,410	120	\$36,859
★★★★	Secondary School Teachers, Except Special and Career/Technical Education	2,520	2,710	90	\$49,358
★★★★	Crane and Tower Operators	2,440	2,630	100	\$50,413
★★★★	Service Unit Operators, Oil, Gas, and Mining	2,310	2,520	110	\$49,385
★★★	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	6,010	6,800	150	\$28,691
★★★	Customer Service Representatives	3,160	3,580	130	\$29,423
★★★	Construction Laborers	2,280	2,690	100	\$29,548

High demand occupations are those with three, four, or five star rankings as determined by the Louisiana Workforce Commission. LWC's star ratings system takes into account wages, job openings, employment, and projected growth for over six hundred occupations, both statewide and regionally. Table 4 shows some of the highest-rated occupations sorted by star rating and employment in Region IV.⁴

(ii) Emerging Demand Industry Sectors and Occupations

An emerging industry in which Region IV faces significant skills gaps is in Information Technology training for occupations such as software developer, network administrator, cyber security, senior java developers, application engineers and developers. There is a need for more types of training models including online, boot camps, apprenticeships, and short-term training. Region IV will continue to work toward assisting with filling these skills gaps through efforts such as Sector Partnerships between workforce development, South Louisiana Community College and other post-secondary educational institutions alongside employers that will create work based training models that allow for multiple entry points across all stages of the professional career pathways.

⁴ Source (Tables 1-5, Fig 6-7): The Industry and Occupational Projections are produced by an analyst in the Labor Market Information Unit of the Research and Statistics Division of the Louisiana Workforce Commission.

Figure 6: 2022 Industry Projections for Region IV, Two Digit NAICS

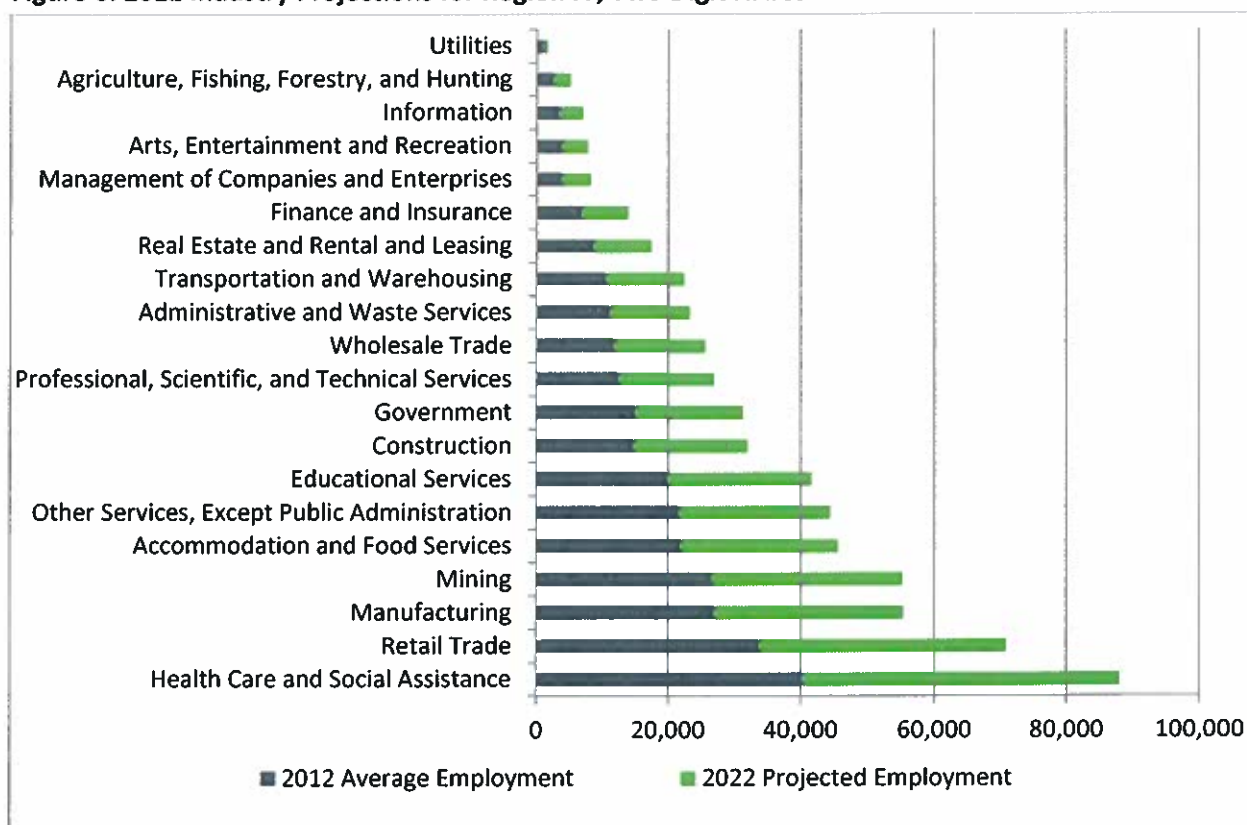


Figure 6 provides projections on industries expected to have the greatest growth by 2022. The highest growth according to these projections will belong to the medical field. The aging of baby boomers will require more people working to care for this population. These projections show the health care and social assistance industry growing by 7,838 employees through 2022.⁵

Table 5: 2022 Industry Projections for Region IV, Highest Forecasted Growth

Industry	Employment Change	Percent Change
Management of Companies and Enterprises	874	23.95%
Construction	2,867	19.67%
Health Care and Social Assistance	7,838	19.55%
Wholesale Trade	2,172	18.56%
Professional, Scientific, and Technical Services	2,029	16.32%
Transportation and Warehousing	1,419	13.56%
Arts, Entertainment and Recreation	443	12.08%
Information	363	10.94%
Administrative and Waste Services	1,182	10.73%
Retail Trade	3,558	10.58%

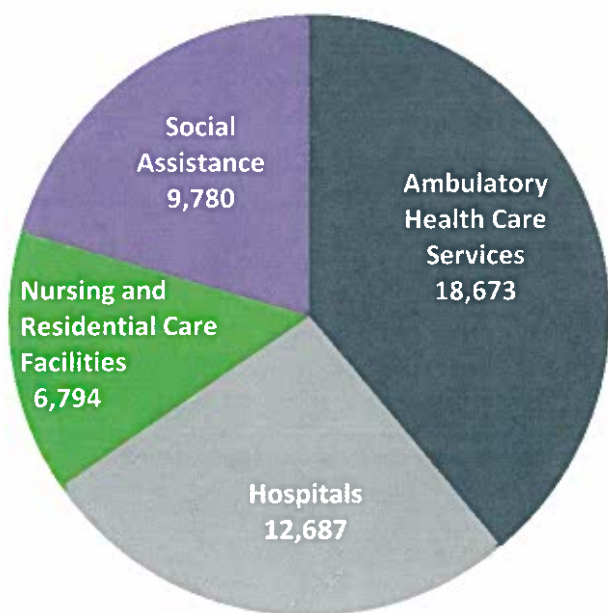
Table 5 displays the ten industries with the highest long-term growth rates and high employment in the Region IV. Seven of the ten industries show growth greater than that of the state, which predicts an 11.6 percent increase in employment over the same time period.

⁵ Source (Tables 1-5, Fig 6-7): The Industry and Occupational Projections are produced by an analyst in the Labor Market Information Unit of the Research and Statistics Division of the Louisiana Workforce Commission.

Table 6: 2022 Occupational Projections for Region IV, Highest Forecasted Growth Jobs

Star Rating	Occupation Code	Occupation Title	Growth Rate
★★★★★	49-9041	Industrial Machinery Mechanics	30.96%
★★★★★	11-9111	Medical and Health Services Managers	22.50%
★★★★★	29-1141	Registered Nurses	18.40%
★★★★★	51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	16.67%
★★★★★	47-2152	Plumbers, Pipefitters, and Steamfitters	15.69%
★★★★★	13-2011	Accountants and Auditors	15.51%
★★★★★	47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	15.03%
★★★★	47-2132	Insulation Workers, Mechanical	34.88%
★★★★	49-9096	Riggers	19.53%
★★★★	47-2031	Carpenters	18.32%

Many of the highest forecasted growth jobs (Table 6) are skilled trades found in the Manufacturing or Construction industries. The ten occupations shown above represent a wide spectrum of educational requirements, spanning from a high school diploma or equivalent to a Bachelor's degree, and all have entry-level salaries in excess of \$25,000/year.⁶

Figure 7: Projected Employment in 2022 for the Health Care and Social Assistance Industry**Quick Facts**

Fueled by the aging of baby boomers, the health care and social assistance industry is projected to grow by 7,834 workers over the ten year period between 2012 and 2022. This growth is further divided into ambulatory health services, hospitals, nursing and residential care facilities, and social assistance industries. Over 47 percent of the growth is attributable to ambulatory health services.

(iii) Employers' Employment Needs

Although Region IV has experienced a downturn in the Mining and Logging industry, local recruitment efforts remain robust for other well performing industries. The demand for registered nurses continues to rise as health care facilities expand services in rural areas and new facilities are built as the population continues to increase. The Louisiana Job Vacancy Survey gathers targeted information from Louisiana employers to provide a detailed snapshot of labor demand

⁶ Source (Tables 1-5, Fig 6-7): The Industry and Occupational Projections are produced by an analyst in the Labor Market Information Unit of the Research and Statistics Division of the Louisiana Workforce Commission.

within the state. The survey was conducted during the second quarter of 2015, from the middle of May through the end of June, and included businesses located in all eight Regional Labor Market Areas (RLMAs).

Figure 8: Number of Job Vacancies across Industry Sectors in Region IV, Second Quarter 2015

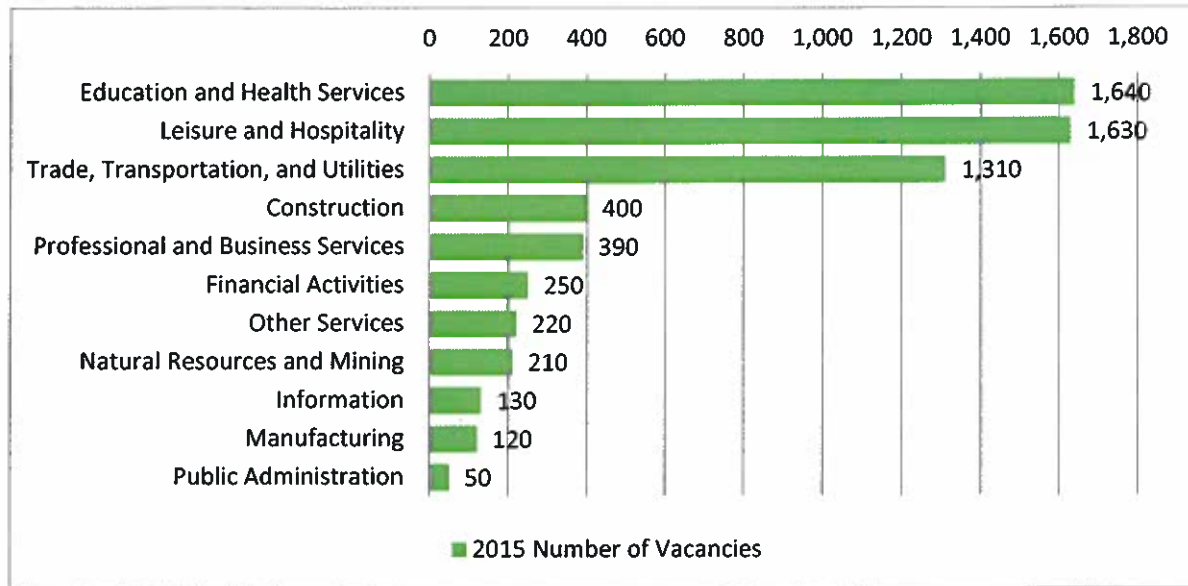
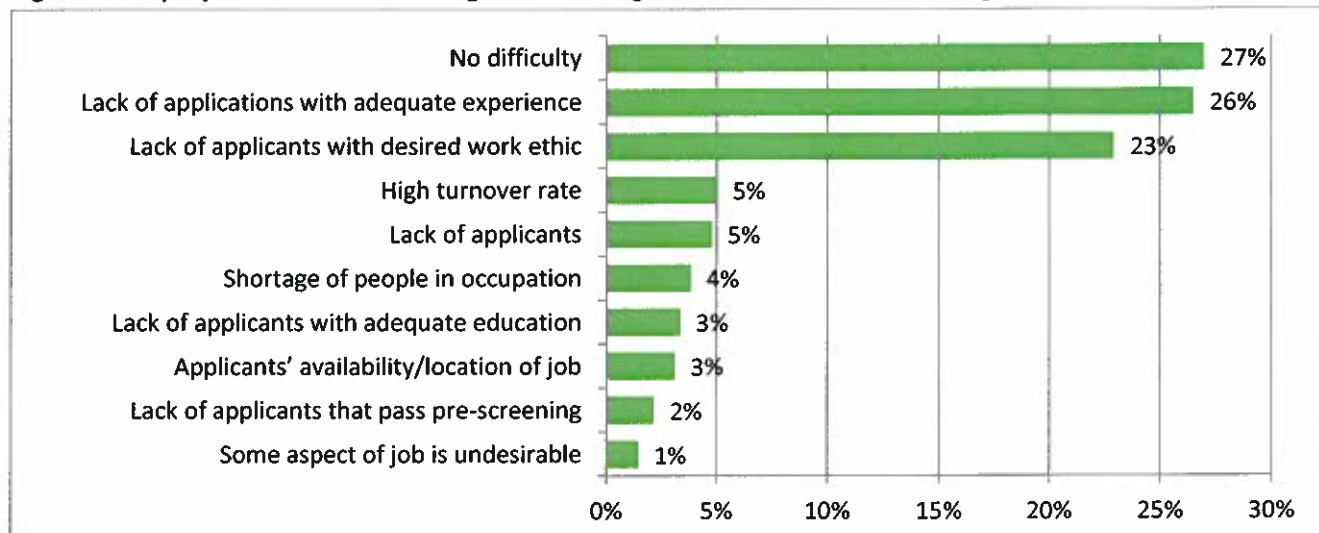


Figure 8 shows job vacancies sorted by the industry in which the vacancy occurred. The industry sector Education and Health Services leads Region IV in number of vacancies (1,640 vacancies), followed by Leisure and Hospitality (1,630) and Trade, Transportation and Utilities (1,310). In the 2015 Job Vacancy Survey, employers were asked the open-ended question, “What is your greatest challenge in meeting your workforce needs?” Figure 9 summarizes these responses into the most common responses. It is encouraging that the most common response noted was, “no difficulty.”⁷

Figure 9: Employers’ Greatest Challenges in Meeting Workforce Needs in the Region IV



The second most common response to the question asked in Figure 9 involved a shortage of applicants with adequate experience. Table 7 breaks down experience requirements for these positions.⁸

⁷ Source: Louisiana Job Vacancy Survey, 2nd Quarter 2015

⁸ Source: Louisiana Job Vacancy Survey, 2nd Quarter 2015

Table 7: Experience Requirements of Job Vacancies in the Lafayette Region

Experience Requirements	Percent
No work experience	54%
Some work experience in any field	10%
Up to 2 years of experience in the same field	25%
More than 2 years of experience in the same field	10%

(B) Workforce Analysis – Current Workforce

(i) Employment and Unemployment

Figure 10: Total Employment, Lafayette RLMA (2012-2016)

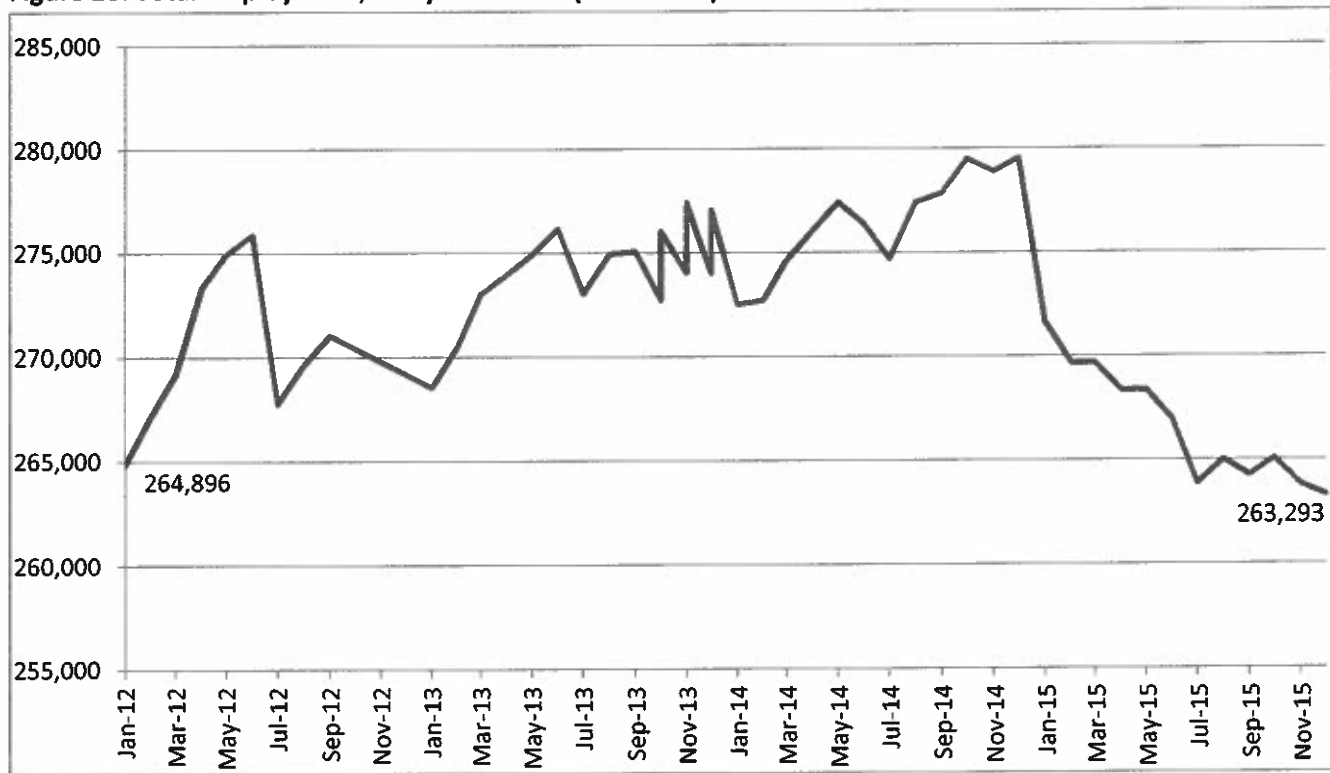
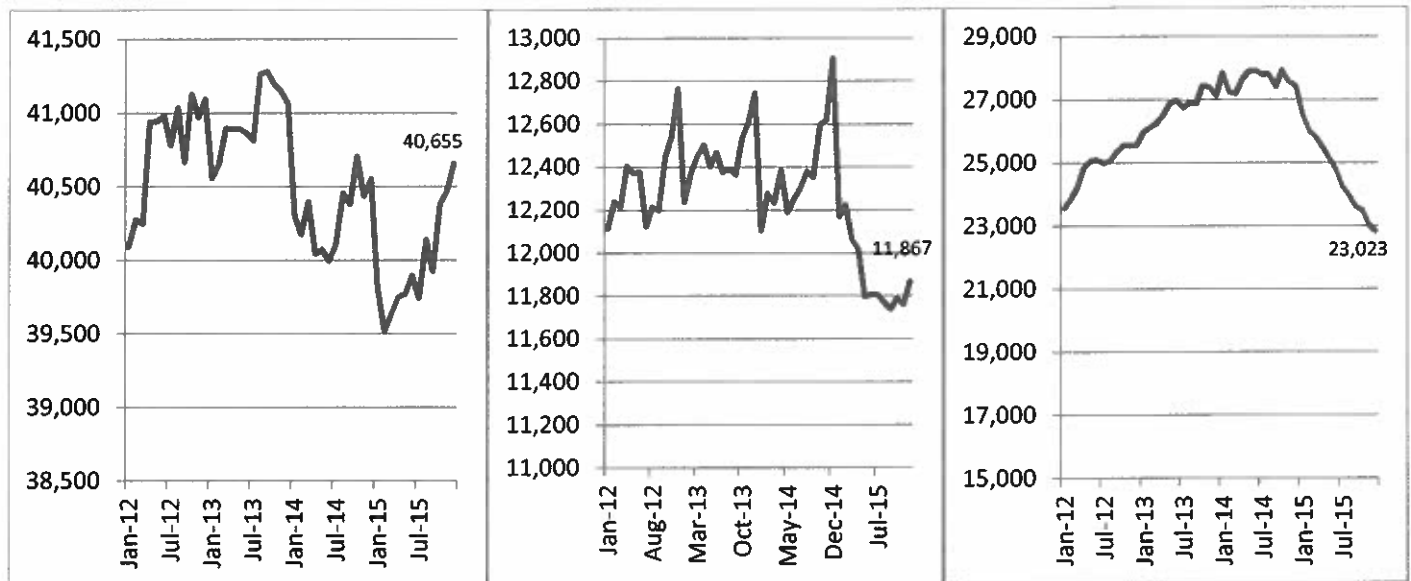


Figure 10 shows the total employment in the Lafayette RLMA. After peaking in December 2014, the Lafayette RLMA has seen a sharp decline in employment. This corresponds with the decrease in Mining employment as a result of falling oil prices. As oil hit \$60/barrel in December 2014, Mining employment in the Lafayette RLMA began to decline. The industry lost 6,802 jobs between December 2014 and December 2015. Total employment in the region fell by 16,230 over the same time period.

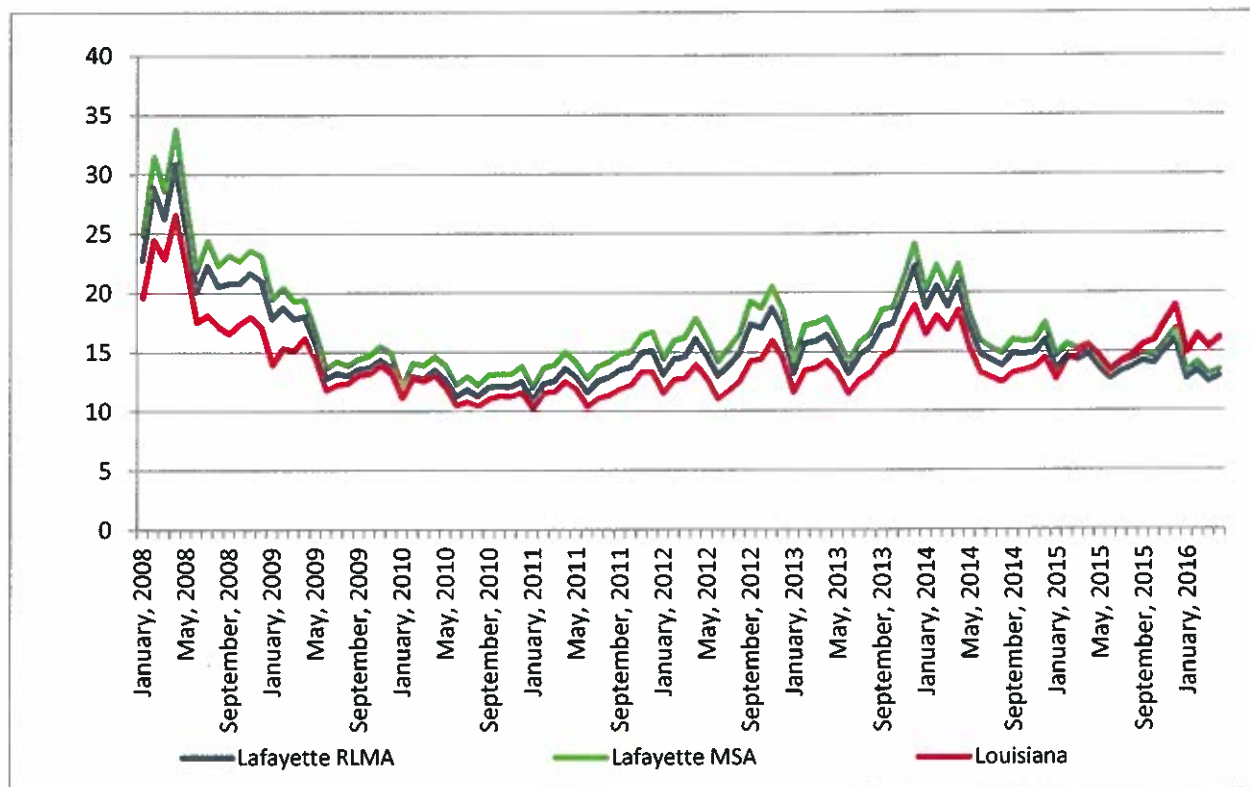
Figure 11: Total Employment for Selected Sectors, Not Seasonally Adjusted, Lafayette RLMA (2015)



Health Care and Social Assistance		Professional, Scientific, and Technical Services		Manufacturing	
January	39,823	January	12,169	January	26,546
February	39,512	February	12,225	February	26,001
March	39,636	March	12,062	March	25,811
April	39,749	April	12,018	April	25,478
May	39,770	May	11,794	May	25,124
June	39,895	June	11,808	June	24,797
July	39,741	July	11,805	July	24,239
August	40,138	August	11,769	August	23,967
September	39,921	September	11,738	September	23,613
October	40,378	October	11,789	October	23,482
November	40,471	November	11,759	November	23,023
December	41,655	December	11,867	December	22,828
Annual Average	39,974	Annual Average	11,900	Annual Average	24,576

Figure 11 illustrates three of the four top industries in the Lafayette RLMA, as well as their 2015 employment by month. The Health Care and Social Assistance industry enjoyed increasing employment through 2015, while Manufacturing employment steadily fell during that same time period. Professional, Scientific, and Technical Services has seen small increases in employment during the latter half of 2015 after seeing declines during the former half of the year.

Figure 12: Louisiana and Lafayette MSA and RLMA Employed-to-Unemployed Ratio



Quick Facts

The Lafayette MSA's and RLMA's employed-to-unemployed ratio, which compares the rate at which people are finding jobs to the rate at which they are being separated, reflects the state trend but at a higher level (Figure 12).

However, over the last year, the ratio of employed-to-unemployed in both the Lafayette RLMA and MSA has dropped below the state ratio for the first time in years. This may be due to the aforementioned falling oil prices.

Related Figures

Date	Lafayette RLMA Employment	Lafayette RLMA Unemployment
Jan 2012	268,166	20,483
Jan 2013	273,535	20,718
Jan 2014	281,554	15,082
Jan 2015	283,297	20,952
Jan 2016	269,590	21,229
(Not Seasonally Adjusted)		

Related Figures

Date	Lafayette MSA Employment	Lafayette MSA Unemployment
Jan 2012	204,357	14,132
Jan 2013	208,979	14,647
Jan 2014	215,097	10,709
Jan 2015	217,294	14,837
Jan 2016	205,451	15,497
(Not Seasonally Adjusted)		

Figure 13: Total Unemployment Insurance Claims, January 2009 to October 2015

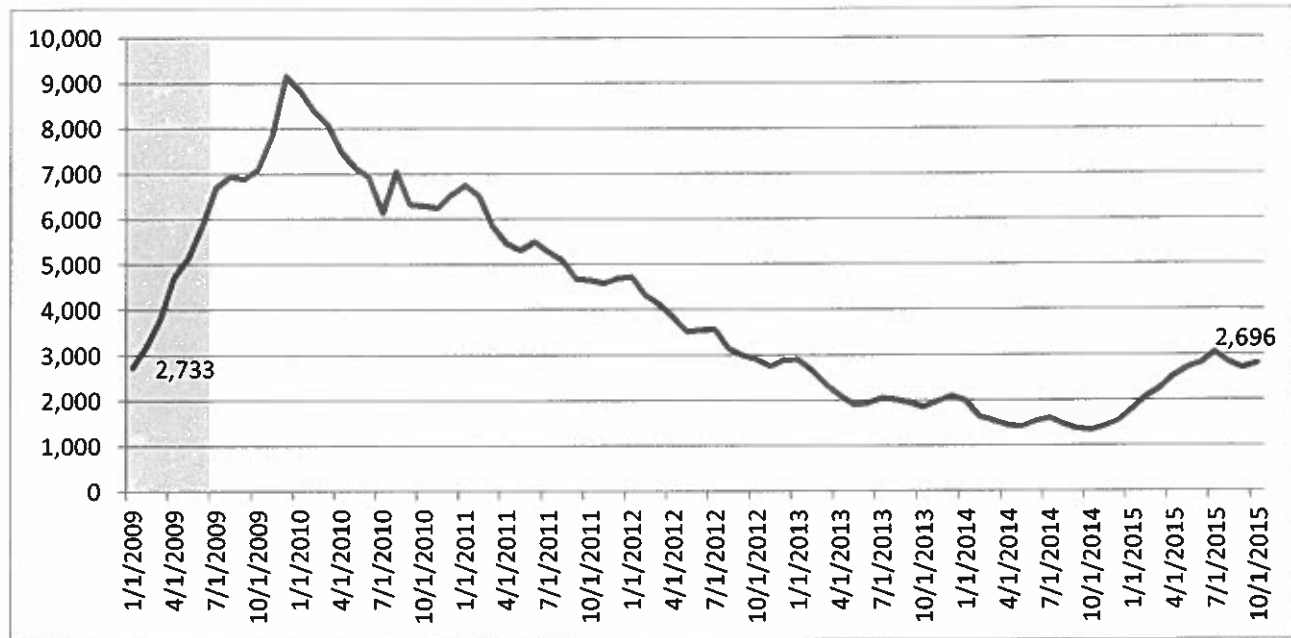


Figure 13 illustrates the number of total unemployment insurance claims in the Lafayette Labor Market Area from January 2009 through October 2015. After peaking in early 2010 following the recession, unemployment insurance claims steadily declined through the end of 2014 before beginning to climb again through 2015.

Worker Profiling and Re-employment Services (WPRS) Model

Changes to the U.S. economy – including the contraction of entire industries as a result of changes in technology and overseas competition – have led to increases in the length of unemployment. Unemployed workers are now less likely to be rehired by their previous employers and are at a greater risk of long-term unemployment than in the past. As a result, the Worker Profiling and Reemployment Services (WPRS) system was established nationwide following the 1993 enactment of PL 103-152. Profiling is designed to identify UI claimants who are most likely to exhaust their regular benefits, so that they may receive re-employment services that will help them find a job more quickly.

The Louisiana Workforce Commission's Labor Market Information division is developing a model for profiling all new claimants for regular U.S. benefits. The WPRS system strengthens the link between unemployment insurance and employment services for those most likely to exhaust benefits. The new worker profiling model for Louisiana will help us achieve the objectives of reducing the weeks of UI benefits, reducing UI benefits per beneficiary, increasing earnings per beneficiary and providing a management tool for targeting resources and aiding staff in understanding the customers they serve.

Figure 14: Initial Weekly Unemployment Insurance Claims, August 2013 to October 2015

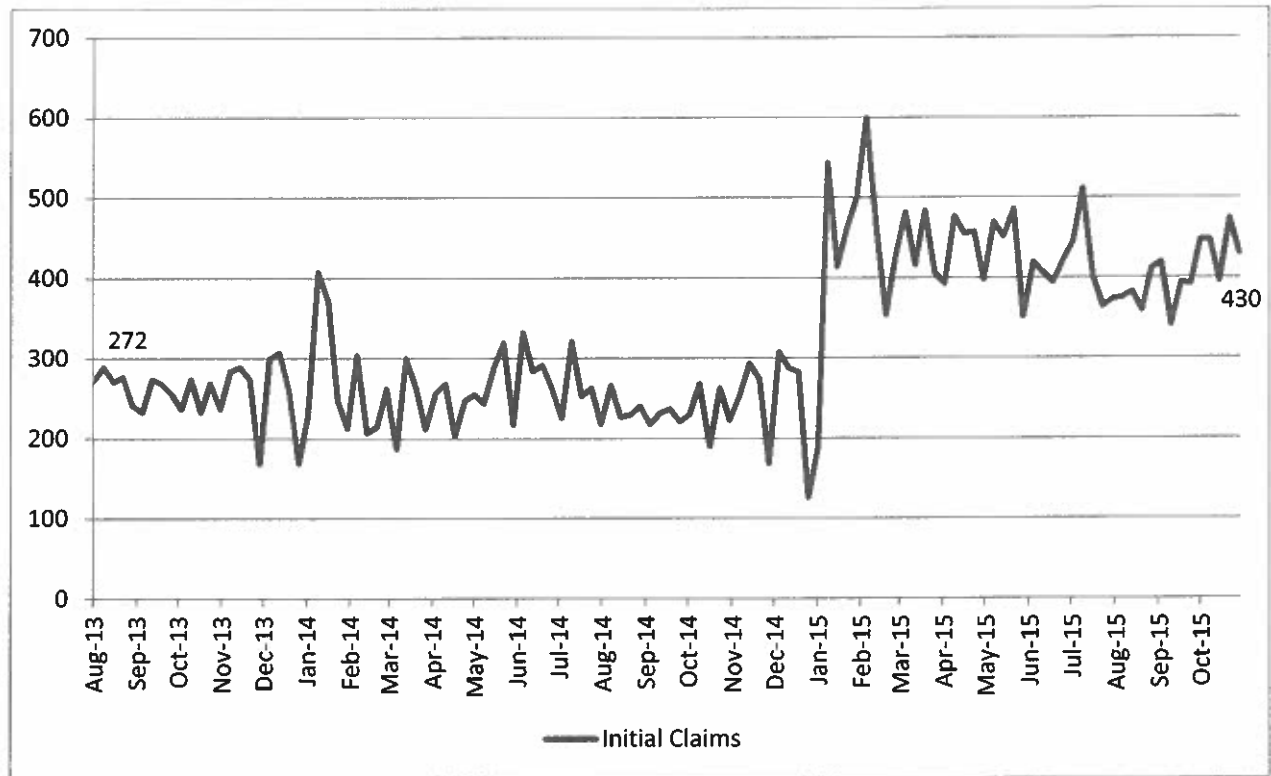
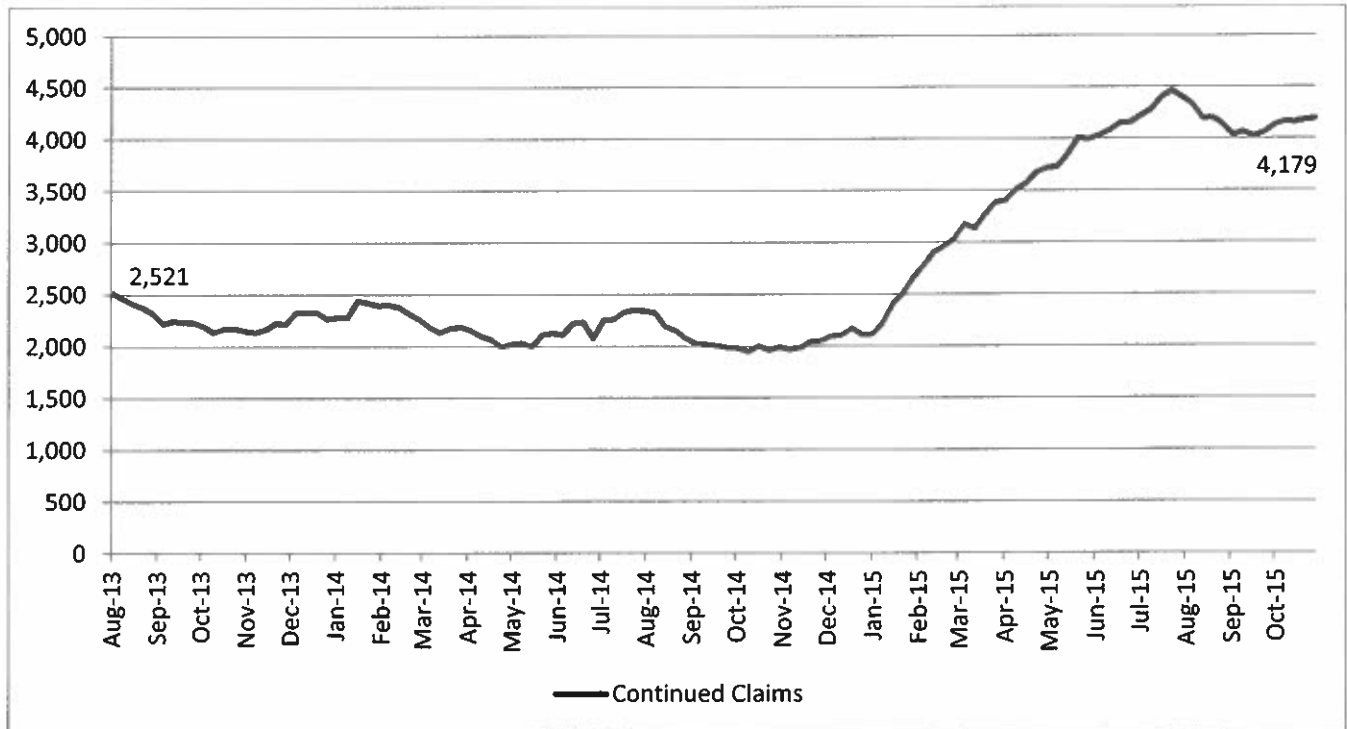


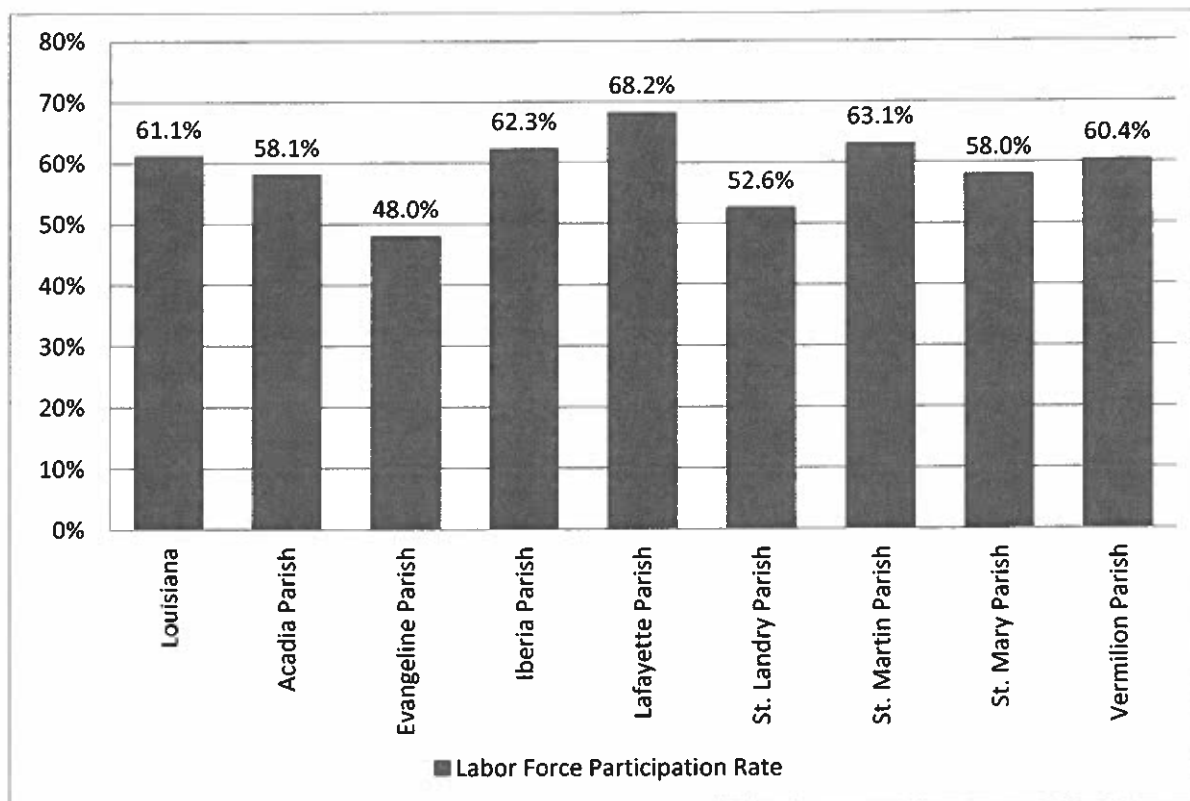
Figure 15: Continued Weekly Unemployment Insurance Claims, August 2013 to October 2015



Figures 14 and 15 represent the breakout of initial and continued unemployment insurance claims for the RLMA. Both initial and continued claims see sharp increases in claims beginning in early 2015, mirroring the trend found in Figure 13.

(ii) Labor Market Trends

Figure 16: State and Lafayette Region Parishes Labor Force Participation Rates, 2010 - 2014⁹



Quick Facts

The labor force participation rate is a measure of how well labor force growth has kept pace with population growth.

Participation rates in most parishes in the Lafayette region are higher than the state as a whole, with the biggest parish Lafayette hosting the highest rate at 68.2 percent. Evangeline, the parish with the smallest average employment, also has the lowest participation rate at 48 percent.

Related Figures

Date	RLMA 4 Population	RLMA 4 Labor Force
2011	488,926	299,124
2012	492,240	303,080
2013	495,477	305,193
2014	499,679	307,688

⁹ ACS 2010-2014 5-Year Estimates, published in 2015

Figure 17: Unemployment Rate in the Lafayette RLMA and MSA (1990-2016)¹⁰

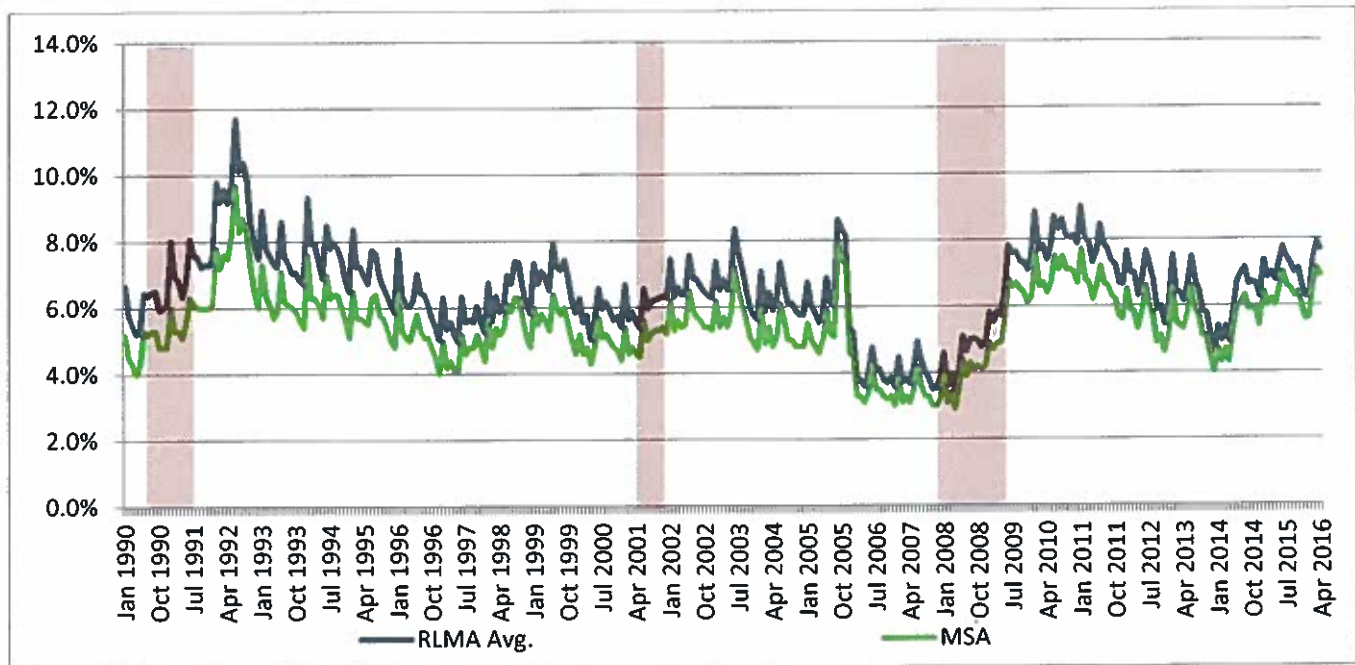
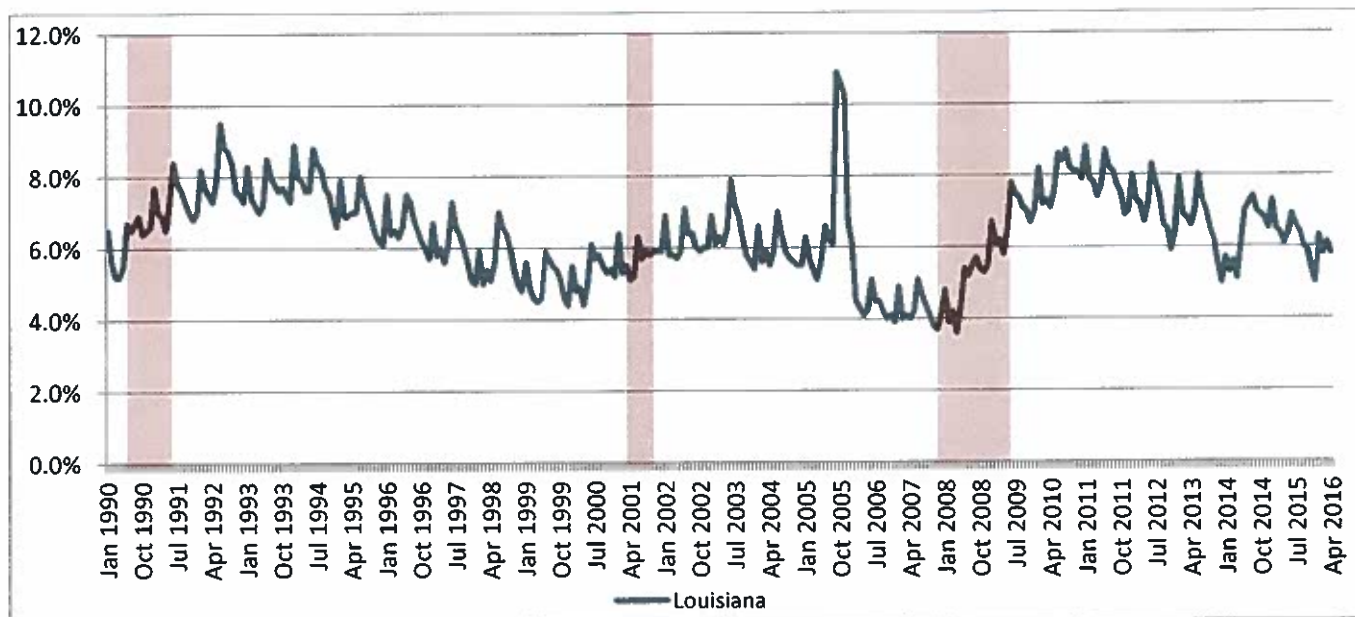


Figure 18: Unemployment Rate in Louisiana (1990-2016)¹¹



Quick Facts

The charts above show the unemployment rate from 1990 to 2016. This time period covers the last three U.S. recessions as designated by the National Bureau of Economic Research (NBER). During The latest recession, Louisiana experienced a steady increase in unemployment with the peak rate occurring in late 2010 after the recession had officially ended.

¹⁰ & ¹¹ Source (Fig. 17-18): Local Area Unemployment Statistics (LAUS)

Figure 19: Turnover Rates of the Top Four Industries, Lafayette, 2010-2015

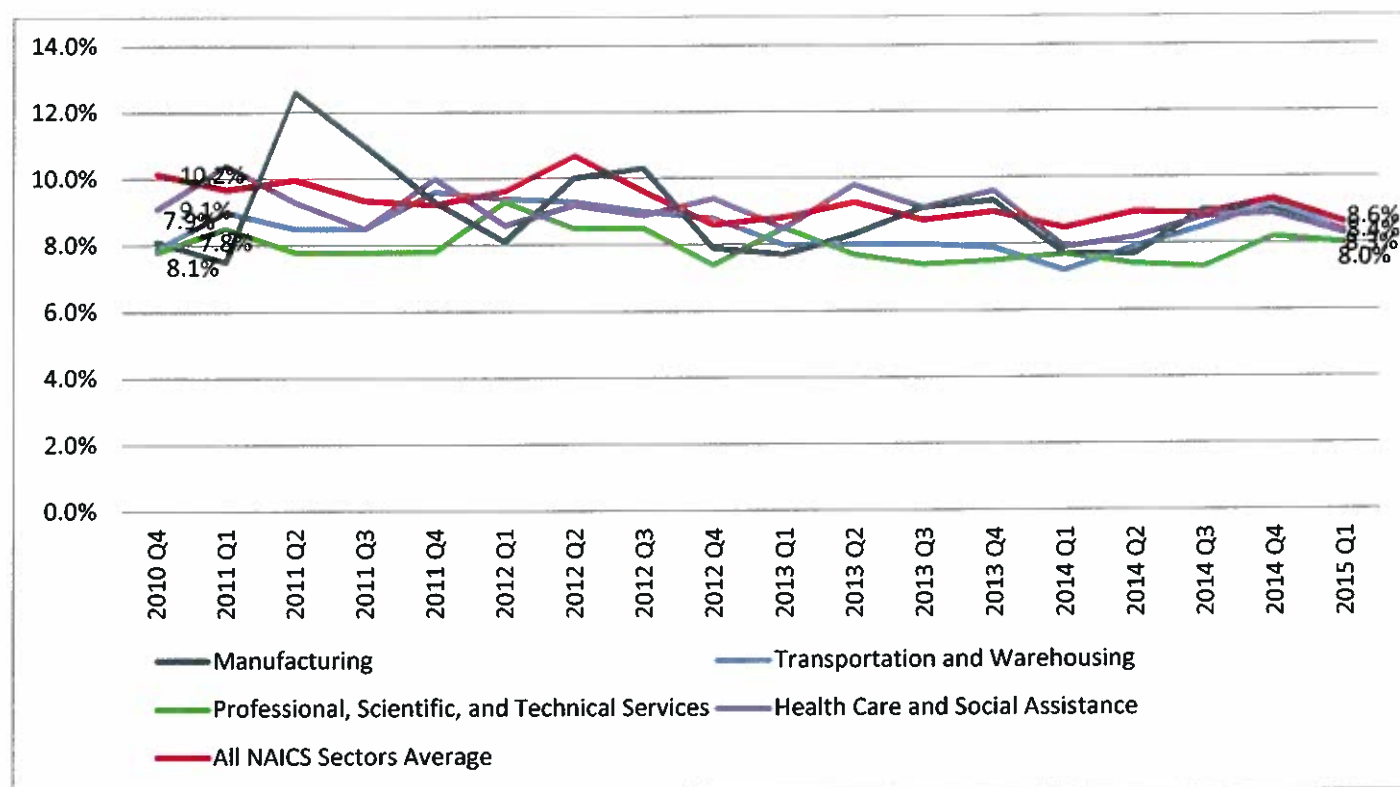


Figure 19 displays the turnover rates of the top four industries in the Lafayette MSA as compared to the average of all industries in the MSA. None of the top four industries show a higher quarterly turnover than the industry average in the most recent quarter. Professional, Scientific, and Technical Services and Transportation and Warehousing show quarterly turnover rates below the MSA average for the five year period shown above.¹²

Table 8: Employment Status of the Civilian Non-Institutional Population, Lafayette RLMA (2014)

	White Men	Black Men	Hispanic Men	White Women	Black Women	Hispanic Women
Civilian Non-Institutional Population	143,767	60,532	8,651	144,733	60,346	3,496
Percent of Population	34.1%	14.4%	2.1%	34.3%	14.3%	0.8%
Civilian Labor Force Participation Rate	79.9%	56.1%	82.8%	64.1%	66.6%	99.6%
Civilian Labor Force	114,870	33,964	7,163	92,769	40,217	3,481
Percent of Labor Force	39.3%	11.6%	2.4%	31.7%	13.8%	1.2%
Total Employment	108,190	28,909	6,867	86,745	35,086	3,091
Total Unemployment	6,680	5,055	296	6,024	5,131	390

Table 8 provides some information on how different ethnic groups and genders are represented in Region IV's workforce. This table reveals an exceptionally high civilian labor force participation rate for both Hispanic men and women, with women having an impressive 99.6% participation rate. The proportion of men and women across all race in the population is roughly equal to the proportion of men and women across all races in the labor force, suggesting that no one group is vastly over- or underrepresented.¹³

¹² Source: (Fig. 19): QWI Explorer, U.S. Census Bureau

¹³ Source (Fig. 16, 20, Tables 8-9): 2010-2014 American Community Survey 5-Year Estimates

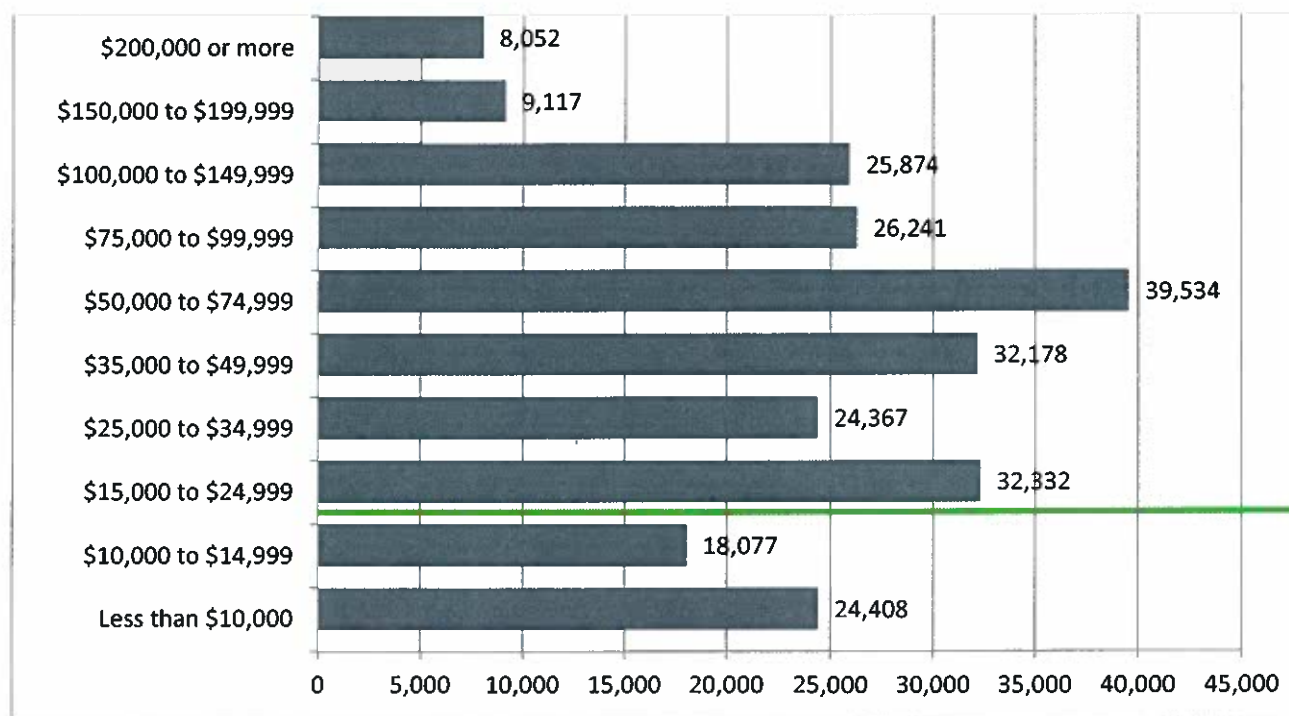
The American Community Survey (ACS) is an ongoing survey that provides vital information on a yearly basis about the United States and its people. Results are published as one-year and five-year estimates. The most recent data, the ACS 5-year 2010-2014 estimates, was published in 2015. Through the ACS, we know more about jobs and occupations, educational attainment, veterans, home ownership, poverty, and a variety of other topics. ACS data is available at the parish level, making it some of the most granular data available. As expected, the very young and the elderly are significantly more likely to not have worked in the past 12 months. There is no discernible pattern for non-workers aged 20 through 64.

Table 9: Full-time, Year-round Work Status in the Past 12 Months by Age for the Population 16 Years and Over

Work Status	16 to 19 Year	20 to 24 Years	25 to 44 Years	45 to 54 Years	55 to 64 Years	65 to 69 Years	70 Years and over
Worked in the past 12 months:	36.97%	75.99%	81.89%	73.48%	60.96%	35.90%	13.15%
Worked full-time, year-round	3.78%	30.06%	56.43%	55.92%	42.67%	17.38%	5.18%
Worked less than full-time, year-round	33.19%	45.94%	25.46%	17.56%	18.29%	18.52%	7.97%
Did not work in the past 12 months	63.03%	24.01%	18.11%	26.52%	39.04%	64.10%	86.85%

Table 9 shows the year-round work status of those living in Region IV by age. The percentage of the population working in the past 12 months increases through age 44 before dropping off; full-time, year-round work shows a similar pattern. Less than full-time, year-round work increases through age 24 before dropping off fairly drastically through age 54. This suggests that the younger generation and older generation are more likely to pursue part-time work.¹⁴

Figure 20: Regional Household Income Distribution



The green poverty line represents households of four making less than \$23,850/year. This figure suggests that roughly more than 68 percent of Lafayette RLMA households earn above the poverty line each year.

¹⁴ Source (Fig. 16, 20, Tables 8-9): 2010-2014 American Community Survey 5-Year Estimates

(i) Education and Skill Levels of the Workforce

Addressing the education and skills gaps of our emerging workforce is critical. Region IV fares slightly better than the state, and the state's performance lags in comparison to the rest of the nation. Occupational skill requirements are increasing in many industries, both across the nation and in Region IV. In its most recent set of occupational employment projections, the United States Bureau of Labor Statistics (USBLS) shows the increasing need for advanced education and training to qualify for occupations with the highest growth rates. As noted with some of the current demand occupations in Region IV, training might indicate a high school education (for example, general laborers); however, increasingly, local businesses indicate a need for employees with some level of post-secondary education. As shown in the exhibit below, the array of skills needed to fill local employer needs runs the spectrum from no minimum education requirement to doctorate degrees. Across all industries, businesses verbalize the critical importance of soft skills development to secure and retain employment.

- 36.73 percent of the Lafayette region aged 25 or older holds a high school diploma or equivalency; 12.93 percent have completed Bachelor's degrees.
 - 4.32 percent of women in the Lafayette region hold a Master's degree, as compared to only 3.32 percent of men in Region IV.
 - 11.08 percent of Lafayette region residents have not completed high school
- 19.86 percent of the residents in the Lafayette region live below the poverty level, as compared to 19.6 percent of the population statewide.
 - 36.25 percent of Black residents, 20.08 percent of Hispanic residents, and 12.58 percent of white residents live below the poverty line in Region IV.
 - 22.43 percent of women in the Lafayette region live below the poverty level, as opposed to 17.14 percent of men.
 - 27.56 percent of children under 18 years of age live below the poverty level.
- Only 29.39 percent of Region IV residents with disabilities are employed compared to the state's 32.85 employment level
 - Nearly 33 percent of people not in the labor force have a disability.

For the past decade, Louisiana has shifted toward a knowledge-based economy. Employers increasingly require postsecondary credentials when hiring workers for good jobs that provide family-supporting wages and career advancements opportunities. Nearly 86 percent of the Region IV's four and five star high demand occupations require some postsecondary credential, and only 14 percent of occupations that will accept a high school degree or less are rated as high demand.

"It's been proven time and again that a more educated and trained workforce is
our greatest long-term economic generator."
Governor John Bel Edwards, January 11, 2016

Table 10: Public Postsecondary Education Program Completers by Degree Level with Projected Annual Openings in Region IV

Degree Level	2010	2011	2012	2013	2014	Annual Projected Openings
Some Postsecondary, no degree	1,605	1,701	1,252	1,392	1,420	5,390
Associate degree	288	373	357	428	376	600
Baccalaureate degree	2,279	2,296	2,346	2,493	2,542	900
Graduate or professional degree	419	393	476	456	502	180

The preceding table shows the number of completers from the Lafayette's RLMA's public postsecondary education programs by degree level. Academic years 2010 through 2014 are included. The academic years are labeled by the year in which they begin, so 2014 is the school year beginning in June 2014 and ending in May 2015. This is compared to the number of annual openings from LWC's long-term regional projections. This comparison shows a gap in the "some postsecondary" category, which includes short-duration training programs such as certificates and diplomas, and the Associate's Degree category. High demand occupations span all education levels, from occupations requiring a high school degree or less to those that require extensive post-secondary study. The occupations in Table 10 exhibit extensive educational diversity, with all levels of educational attainment represented. They also show large numbers of annual total openings, suggesting that job seekers for those occupations may have an easier time finding a job.

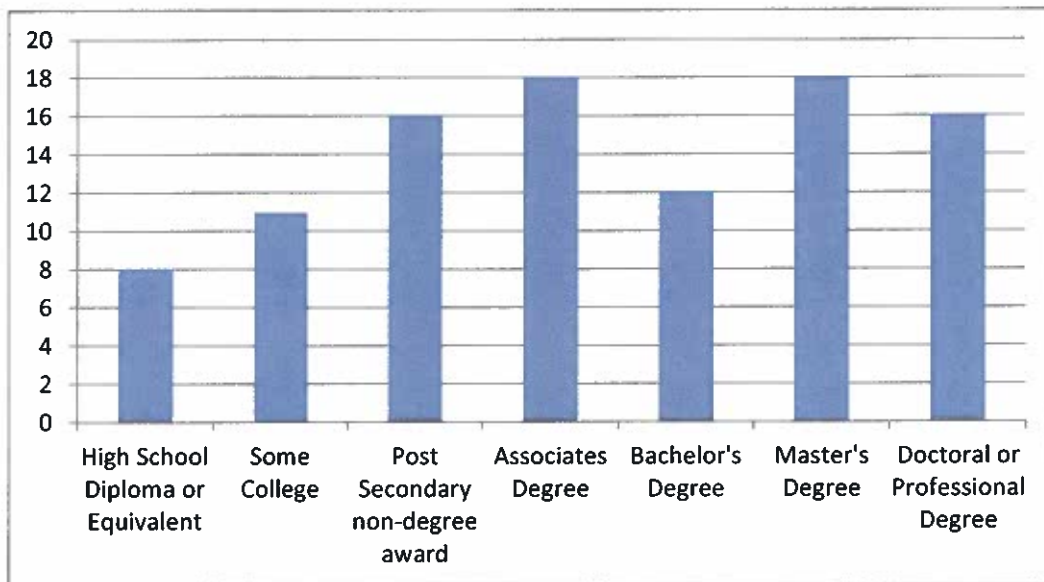


Figure 21 demonstrates the projected United States Employment by Educational Requirements 2012-2022

Table 11 demonstrates the minimum required educational level for job openings advertised in HiRE for Region IV on 6/2/16

Minimum Education Level	Job Openings	Percent
No Minimum Education Requirement	253	24.07%
High School Diploma or Equivalent	485	46.15%
1 Year of College or a Technical/Vocational School	4	0.38%
2 Year of College or a Technical/Vocational School	4	0.38%
3 Year of College or a Technical/Vocational School	2	0.19%
Vocational School Certificate	16	1.52%
Associate's Degree	50	4.76%
Bachelor's Degree	218	20.74%
Master's Degree	12	1.14%
Doctorate Degree	7	0.67%

Minimum Education Level	Potential Candidates	Percent
Less than High School	2,948	7.29%
High School Diploma or Equivalent	15,546	38.46%
1 to 3 Years of College or a Technical/Vocational School	9,062	22.42%
Vocational School Certificate	3,749	9.28%
Associate's Degree	345	7.78%
Bachelor's Degree	4,623	11.44%
Master's Degree	106	2.65%
Doctorate Degree	159	0.39%
Specialized Degree (e.g. MD, DDS)	119	0.29%

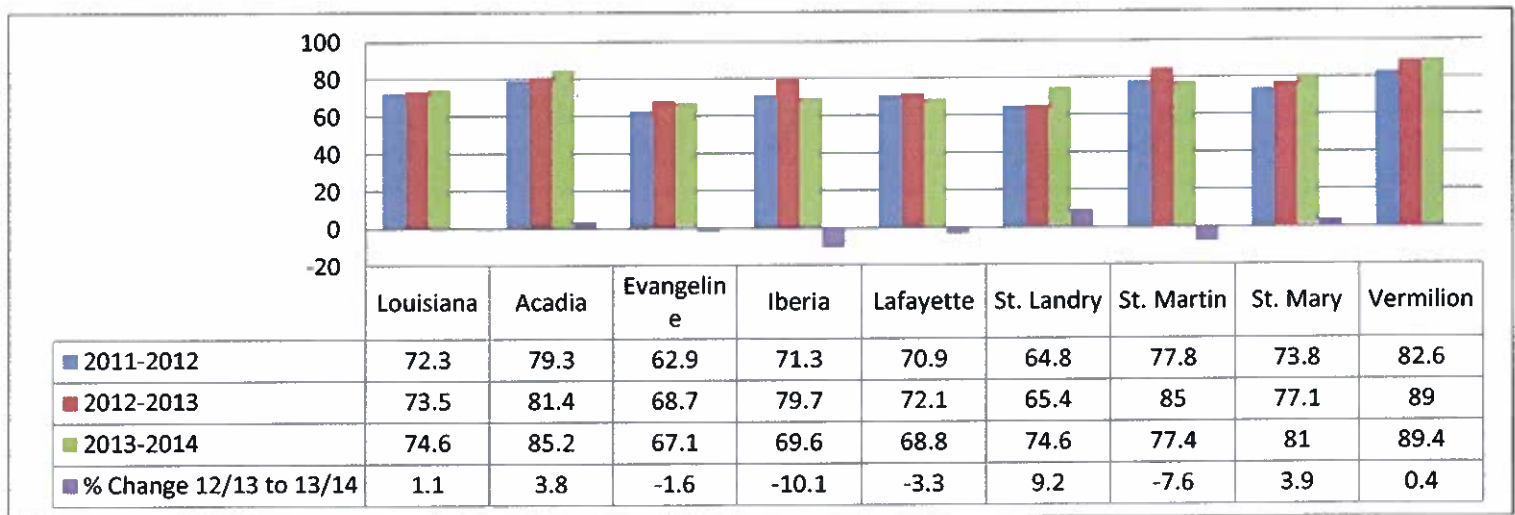
Table 12 demonstrates the educational levels of potential candidates in HiRE for Region IV on 6/2/16

Below is the “undereducated” population data and high school equivalency data for Region IV. Undereducated is defined by adults 18 years of age and older without a high school diploma and/or equivalency. The source of the undereducated population information is taken from the most current American Community Survey (ACS) census, released December 2014.

Table 13: American Community Survey (ACS) 2009-2013 – 5 Year Average Release Dec 2014

Adult Education Program - Parish	Total Parish ACS Population 18-24	Total Parish ACS Population 25 years and older	Total Estimated Parish Population	ACS 18-24 Year olds without a High School Diploma	ACS Census Data 25+ Year Olds Without a High School Diploma	Total Number without a High School Diploma	% of population without a high school diploma
ACADIA	5,772	39,566	45,338	1,518	10,880	12,398	27.35%
EVANGELINE	3,413	21,429	24,842	986	6,814	7,800	31.40%
IBERIA	6,876	47,119	53,995	1,712	10,837	12,549	23.24%
LAFAYETTE	26,339	146,758	173,097	4,109	20,840	24,949	14.41%
ST. LANDRY	7,482	53,562	61,044	2,058	12,480	14,538	23.82%
ST. MARTIN	4,764	34,592	39,356	1,067	7,887	8,954	22.75%
ST. MARY	5,050	35,338	40,388	1,247	9,259	10,506	26.01%
VERMILION	5,085	38,039	43,124	1,170	9,053	10,223	23.71%
TOTAL	64,781	416,403	481,184	13,867	88,050	101,917	21.18%

Table 14: Graduation Rates for Districts in Region IV



In 2014, Vermilion Parish School System ranked 7th in the Louisiana Top 10 Districts for Cohort Graduation Rate with a rate of 89.4%. In April of 2015, the Louisiana Department of Education released information on School Districts with Three Consecutive Years of Improvement in Graduation Rates. Of the 17 districts listed for improvement of graduation rates, three of Region IV’s parishes were on the list; St. Mary Parish ranked 6th with 81.0% (+3.9%); Acadia Parish ranked 7th with 85.2% (+3.8%); and Vermilion Parish ranked 17th with 89.4% (+0.4%).

Table 15: High School Equivalency Test (HiSET) Examinees and Passers

Adult Education Program - Parish	FY 15-16 HiSET Examinees All 5 Tests	Passers	% of Passers
ACADIA	71	57	80%
EVANGELINE	115	84	73%
IBERIA	108	92	85%
LAFAYETTE	418	320	76%
ST. LANDRY	207	156	75%
ST. MARTIN	35	23	66%
ST. MARY	80	60	75%
VERMILION	54	43	80%
TOTAL	1088	835	77%

The Louisiana Community and Technical College System provided data of individuals who took the HiSET and of the examinees, those who passed their test.

(ii) Skills Gaps

In an analysis conducted by the Lafayette Economic Development Authority (LEDA), many workforce and skills gaps were noted for Region IV. This analysis indicated a combined workforce gap of 3,555 in Health Care, Energy, Construction, Transportation, Manufacturing, Professional and Technical Services, and Business & Finance industries. This analysis also indicated an estimated combined workforce surplus of 985 in Arts, Education, General Studies, Liberal Arts, and Two-Year Colleges. WIOA mandates the State to implement models and best practices that support and expand job opportunities for people with significant barriers to employment; barriers such as those described herein. Innovative strategies must be implemented to address the education and employment needs of these targeted populations, meeting them where they are and moving them to where they need to be educationally and economically.

Louisiana is on the cusp of a manufacturing renaissance. The shortage of skilled labor, often referred to as “Louisiana’s Forgotten Middle”, make up the largest part of Louisiana’s labor market. Key industries in Louisiana are unable to find sufficiently trained workers to fill these jobs. Middle skill jobs account for 58 percent of Louisiana’s labor market, but only 46 percent of the state’s workers are trained to the middle-skill level. The economic analysis forecasts that the demand for middle skills jobs will remain strong; noting between the years 2012-2022, 56 percent of the Louisiana job openings will require middle skills.

Skills Gap Methodology

The Louisiana’s Workforce and Innovation for a Strong Economy Fund (WISE) and the WISE Council were created by Act 803 of the 2014 Regular Session of the Louisiana Legislature. The WISE Fund was created to provide an incentive for postsecondary educational institutions to increase the production of certificates, diplomas, and degrees in fields of high demand by Louisiana employers, and to spur additional research and innovation as a meaningful way to supporting economic development. The intended outcomes of the WISE Fund are:

1. Increasing the number of graduates (or completers) in high-priority fields
2. Increasing research productivity
3. Enhancing curriculum and/or student experiences in response to industry expectations or needs in collaboration with industry

The WISE Council, tasked with overseeing all aspects of WISE implementation, is composed of the heads of each of Louisiana's four systems of public higher education, the Department of Education, the Louisiana Workforce Commission, the Workforce Investment Council, and Louisiana Economic Development.

The WISE Gap Analysis was created as a measure of the supply and demand balance between occupations in certain fields. LWC and the Workforce Investment Council (WIC) have partnered with sister agencies and educational systems to create a Tiered Job Analysis and a Workforce Supply-Demand Gap Analysis. The demand gap analysis helped provide the basis for the Tiered Job Analysis methodology, approved by the Occupational Forecasting Conference, which identifies jobs critical to economic growth in Louisiana.

The WIC established the Star Jobs system to identify occupations that provide the best opportunities in terms of current job opportunities, future growth, and wages, based on the Tiered Jobs Analysis. This analysis provides a basis for targeting educational resources on fields of study that will produce economic benefits to students, their communities, and the state as a whole. The WISE GAP Analysis provides a framework to narrow the focus of workforce development efforts to programs that will achieve maximum impact on economic growth and, crucially, on the well-being of job-seekers and the community as a whole.

Closing the gap between the skills required by business and industry is the priority of combined partners in Region IV's WIOA plan. The Louisiana WIOA Combined State Plan identifies and addresses how, collectively, the partner agencies in coordination with business and industry will meet the challenges of closing the Louisiana skill gaps.

(2) Workforce Development, Education and Training Activities Analysis

(A) Regional Workforce Development Activities

Region IV workforce development activities consist of the Business and Career Solutions Centers throughout the region as well as other federally funded programs such as the Veterans Programs and services, Louisiana Rehabilitation Services, and Adult Education and literacy programs as well as the Department of Children and Family Services. Additionally, there are a variety of community and faith based organizations that provide workforce development activities for targeted populations. Region IV is also served by many post-secondary educational institutions including, but not limited to: South Louisiana Community College (8) campuses, the University of Louisiana at Lafayette, Louisiana State University at Eunice, South Central LTC Young Memorial and many more. Region IV Workforce Development Boards have developed a strong working relationship with employers in multiple industries that have generated a number of work-based learning opportunities that have built a strong foundation for a continued pipeline of skilled workers for our business community. Most recently, the Job Driven National Emergency Grant allowed the Business and Career Solutions Centers to partner with employers where up to \$5,000 of the training cost for new employees could be reimbursed on individuals who were previously dislocated due to no fault of their own.

WIOA Title I Services

Established under the Workforce Innovation and Opportunity Act (WIOA), our Business and Career Solutions Centers in Region IV offer referrals to employment, work-based learning opportunities, career counseling, job listings, recruitment and resources to employers, and access to training programs, as well as information and referrals to public assistance programs. WIOA Adult, Dislocated Worker, and Youth funds are available for those eligible who are in need of assistance regarding employment or education. However, WIOA funding should be used as a source of last resort. Our customers can visit a Business and Career Solutions Center in person or connect to louisianaworks.net for online services and resources. [Louisianaworks.net](http://louisianaworks.net) offers services to both jobseekers and employers. Jobseeker services include online assessments, resume

and interviewing assistance, labor market information, information on upcoming job fairs and workshops, and reemployment services for unemployment insurance claimants.

Other workforce development programs include Trade Adjustment Act (TAA), Workforce Opportunity Tax Credit (WOTC), and registered apprenticeship programs. The Workforce Development Boards in Region IV adheres to the WIOA Priority of Service that provides Veteran Priority to all WIOA Title I and Title III services. Services to employers include online posting of job vacancies, screening of applicants, job seeker resume searches and virtual recruiter for potential employees, individual hiring events and job fairs, access to interview space within local offices, and Rapid Response assistance to employers dealing with layoffs or company closures. Individual Training Accounts (ITAs), On-the-Job Training (OJT) Contracts, Customized Training Contracts and Youth Work Experience funding opportunities are provided by the Business and Career Solutions Centers contingent upon availability of funding. Those who are eligible for WIOA funds are enrolled in basic career services. Individuals needing intensive services develop an Individual Employment Plan with specific activities which may include training and educational services to successfully accomplish goals and objectives. Starting in 2016, Region IV will have the largest work-based learning experience program targeting youth with disabilities in the State of Louisiana through collaboration with the Louisiana Rehabilitation Services.

Regional economic development and workforce development agencies have maintained strong partnerships in Region IV. One major need of economic development staff is for the perspective of the workforce center to be shared with local businesses as marketing and outreach is a major focus. Collaboration between economic development and workforce development agencies here in Region IV is evident to meet the needs of employers and jobseekers.

Adult Education Services (Title II)

In 2010, Louisiana's adult education delivery system was restructured from DOE to Louisiana Community and Technical College System (LCTCS). As a symbol of the new vision for the Louisiana Community and Technical College System, the Louisiana Adult Education program was re-named "WorkReady U". The LCTCS system office states that adult education in Louisiana is no longer just about obtaining a high school equivalency diploma, but acquiring the means to improve life circumstances resulting from gaining the skills that lead to a job providing a sustainable wage. LCTCS developed a new policy framework whose primary focus is putting LA adults to work by providing high quality basic skills instruction, in addition to wrap-around student services that lead to a seamless transition to postsecondary enrollment, technical skill training, credentialing and sustainable employment. Adult Education connects into the One Stop system through the intake and assessment process to identify adults with limited basic skills, and then to use innovative instructional models as necessary to prepare adult learners for postsecondary education within the context of serving learners at the lowest skill levels. The LCTCS Adult Education and Family Literacy Program (WorkReady U), administers and provides program performance oversight to eligible local entities that provide adult education services.

Throughout Region IV, Adult Education has various sites to accommodate those who are in need of obtaining/improving basic education skills in preparation for attaining high school equivalency credential, entering post-secondary/training programs and/or obtaining sustainable employment. The following services are offered to customers by Adult Education providers:

- Co-enrollment in adult education and career technical education programs through integrated career pathways in regionally appropriate in-demand occupations.
- Preparation for High School Equivalency testing or other high school equivalency exam.
- Upgrade job skills including critical thinking, locating information, digital literacy, time management, and interpersonal relationships.
- Develop family literacy skills in the following subjects: reading, math, writing, social studies, and science so they can assist their children with homework, become engaged in the community and transition to better employment opportunities.

The following services are offered to customers by adult education providers:

- Adult Basic Education and Literacy Activities;
- Workplace Adult Education and Literacy Activities
- English language and acquisition activities;
- Workplace preparation activities;
- Integrated education and training activities;
- Adult and Family Literacy Activities.

There are multiple Adult Education and Literacy sites throughout Region IV:

- **Acadia Parish**
South Louisiana Community College, Adult Education Program
1933 W. Hutchinson Ave
Crowley, La 70526
(337) 788-7523
Contact: Connor Chauveaux
- **Evangeline Parish**
Evangeline Parish Adult Education
314 Nita Drive
Ville Platte, La 70586
(337) 363-3653
Contact: Philip Buller
- **Iberia Parish**
Progressive Education Program Inc. (PEPI)
609 Ember Drive / P.O. Box 10237
New Iberia, La 70562
(337) 364-2555
Contact: Sister Barbara Kraus
- **Lafayette Parish**
Lafayette Parish School System – Adult Education
516 E. Pinhook Road, Room 118
Lafayette, La 70501
(337) 521-7266
Contact: Virginia Rabalais

Volunteer Instructors Teaching Adults (VITA)
905 Jefferson Street, Suite 404
Lafayette, La 70501

(337) 234-4600
Contact: Gail Billeaud

- **St. Landry Parish**
Volunteer Instructors Teaching Adults (VITA)
332 E. South Street
Opelousas, La 70570
(337) 942-1511
Contact: Gail Billeaud
- **St. Martin Parish**
Work Ready U – Evangeline Campus
600 Martin Luther King Drive
St. Martinville, La 70582
(337) 892-2360
Contact: Connor Chauveaux
- **St. Mary Parish**
South Central Louisiana Technical College – Young Memorial Campus
Work Ready U
900 Youngs Rd.
Morgan City, La 70380
(985) 380-2957 Ext: 350
Contact: Christie Thomas
- **Vermilion Parish**
South Louisiana Community College Gulf Area Campus – Adult Education Program
1301 Clover Street
Abbeville, La 70510
(337) 892-2360
Contact: Connor Chauveaux

Louisiana Rehabilitation Services

Louisiana Rehabilitation Services (LRS) provide a wide range of services to empower people with disabilities to achieve their employment goals, independent living, and self-reliance. LRS services are provided to individuals with disabilities in order to assist them in obtaining and maintaining employment. Services are individualized and are different for each consumer, but can include:

- Vocational Guidance and Career Counseling
- Physical or Mental Restoration
- College or Technical School Training
- Assistive Technology
- Occupational Tools and Equipment
- Supported Employment Services
- Work Readiness Training
- On-the-Job Training
- Individualized Job Development and Placement

Louisiana Rehabilitation Services collaborates with Workforce Development Boards and Business and Career Solutions Centers to expand the reach into the employer network. LRS has a fairly large network of placement and support providers who know employers and their needs, develop new relationships, and are available to provide direct on-the-job support. The Region IV office has a Rehabilitation Employment Specialists that provides job development and placement assistance to consumers which may include direct job placement, job shadowing, work experience, on-the-job training, or custom solutions. The Louisiana Rehabilitation Services office in Region IV has partner annually with the Workforce Development Boards to jointly plan and host events. These events include job fairs, targeted industry jobs fairs, diversity job fairs, employer seminars, monthly business services meetings, and agency resources fairs for students with disabilities in need of transitional services. Representatives from the Louisiana Rehabilitation Services in Region IV have been appointed and are active members of both Workforce Development Boards.

Pre-Employment Transition Services are also provided by LRS. The Workforce Innovation and Opportunity Act (WIOA) required vocational rehabilitation (VR) agencies to set aside at least 15% of their federal funds to provider “pre-employment transition services” to “Students with Disabilities who are eligible or potentially eligible for VR services”.

These services to include:

- Job explanation counseling
- Work-based learning experiences, which may include in-school or after school opportunities, experiences outside of the traditional school setting, and/or internships
- Counseling on opportunities for enrollment in comprehensive transition or post-secondary educational programs
- Workplace readiness training to develop social skills and independent living
- Instruction in self-advocacy

The chart below provides statistics of clients served in Region IV by the Louisiana Rehabilitation Services based upon the Federal fiscal year, October 1st – September 30. Participants are broken down in Category 1 and 2 with Categories 3,4, & 5 combined as Other Categories:

<u>2012</u> Number of individuals served: 4128 Category 1-2342 Category 2-991 Other Categories-795 Number of Successful Closures: 313	<u>2013</u> Number of individuals served: 3615 Category 1-2343 Category 2-708 Other Categories-564 Number of Successful Closures: 316
<u>2014</u> Number of individuals served: 2364 Category 1-1741 Category 2-315 Other Categories-308 Number of Successful Closures: 312	<u>2015</u> Number of individuals served: 2388 Category 1-1760 Category 2-296 Other Categories-332 Number of Successful Closures: 322

Veterans' Employment and Training Services

The Veteran services provides employment assistance and training opportunities to Veterans and other eligible persons, mainly job assistance, job and training referrals, and job placement. The Veterans division of the Louisiana Workforce Commission has set a goal to encourage all employers and other hiring entities to employ veteran and eligible persons. The Veteran's Employment and Training Services have staff housed in the Business and Career Solutions Centers that communicate regularly with employers, particularly Federal Contractors, labor unions, and service organizations to emphasize the unique qualities that veterans bring to the workforce and operate under two programs; Disabled Veterans and Local Veterans Employment Representative.

The Disabled Veterans Outreach Program (DVOP) was established by executive order in 1977 and later authorized by the Veteran's Rehabilitation and Education Amendments of 1980. The DVOP Specialist carries out intensive services and case management to meet the employment needs of eligible veterans with the following priority in the provisions of services:

- (A) Special Disabled Veterans**
- (B) Other Disabled Veterans**
- (C) Other eligible veterans who have barriers to employment, taking into account applicable rates of unemployment and the employment emphases set forth in chapter 42 US Title 38 USC.**
- (D) Placing maximum emphasis in meeting the employment needs of veterans who are economically or educational disadvantaged.**

The Local Veterans Employment Representatives (LVER) Program was first authorized under the original GI Bill, the Servicemen's Readjustment Act of 1944. Since then, legislation has been enacted to increase benefits and entitlements for veterans. The LVER primary role is employer outreach on behalf of Veterans, which includes:

- (A) Conducting outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups.**
- (B) Facilitating employment, training, and placement services furnished to veterans under the employment service delivery system.**
- (C) Performing individualized job development services for Veterans, especially Veterans determined to be job ready after receiving intensive services from a DVOP Specialist.**

The following chart lists the number of veterans who enrolled in the HiRE system and those who received case management services in LWDB #40 (Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary, and Vermilion Parishes)

Veterans Enrolled since January 2014	1,744
Veterans Enrolled since January 2011	5,160
Veterans Provided Case Management since January 2014	297
Veterans Provided Case Management since January 2011	303
Veterans Provided Case Management in 2014	98
Veterans Provided Case Management in 2015	161

The following chart lists the number of veterans who enrolled in the HiRE system and those who received case management services in LWDB #41 (Lafayette Parish)

Veterans Enrolled since January 2014	2,111
Veterans Enrolled since January 2011	4,548
Veterans Provided Case Management since January 2014	245
Veterans Provided Case Management since January 2011	266
Veterans Provided Case Management in 2014	62
Veterans Provided Case Management in 2015	135

Department of Children and Family Services

The Department of Children and Family Services offer a variety of services to low-income individuals and parents/grandparents/guardians that are in need of assistance. Services offered in Region IV consist of:

- Supplemental Nutrition Assistance Program (SNAP) (formerly known as Food Stamps) – Provides monthly benefits that help low-income households buy the food they need for good health
- Family Independence Temporary Assistance (FITAP) – Provides temporary cash assistance to eligible low-income families who need assistance for their children
- Kinship Care Subsidy Program (KCSP) – Provides cash assistance for eligible children who reside with qualified relatives other than parents
- Child Support Enforcement Services – Provides parent locator and paternity establishment services, as well as assistance to establish and enforce child and/or medical support orders and collection and distribution of child support payments
- Louisiana Combined Application Project (LaCAP) – A food assistance program for Louisiana residents who are at least 60 years of age and receive Supplemental Security Income (SSI)

The Lafayette Workforce Development Board and the One-Stop Center as well as the Louisiana Job and Employment Training (LaJET) office serves as Gold Level Community Partners. This partnership allows convenient access of services provided by the Department of Children and Family Services. The Lafayette Business and Career Solutions Center and the LaJET office, through this partnership, can offer:

- Business and Career Solutions Center staff are trained on how to assist an applicant with completing an application (online or paper) for services provided by the DCFS and can answer general questions
- Business and Career Solutions Centers offer computers for applicants to complete online applications
- Business and Career Solutions Centers have various flyers, brochures, paper applications, and postage-paid envelopes for applicant's benefit

Job Corps

The Lafayette Business and Career Solutions Center is co-housed with Job Corps. Job Corps is a no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 improve the quality of their lives through vocational and academic training. Funded by Congress, Job Corps has been training young adults for meaningful careers since 1964. Job Corps is committed to offering all students a safe, drug-free environment where they can take advantage of the resources provided. Job Corps' mission is to attract eligible young people, teach them the skills they need to become employable and independent, and place them in meaningful jobs or further education. The Job Corps design is based on the principles of

quality services and individualized instruction to meet the needs of each student. Training approaches and methods of implementation vary to allow tailoring of service components and delivery methods, effectively use resources and meet individual student and employer needs.

The WIOA Youth staff and Job Corps Admissions staff in the Lafayette Business and Career Solutions Center work together to determine the best possible activities for young people between the ages of 16 through 24. Referrals are made to each program depending upon the participant's assessments and goals.

(B) Strengths and Weakness of Workforce Development Activities

Strengths

- 1) Region IV Workforce Development Boards are dedicated to meeting the needs of our customers who are seeking assistance with career decisions, skill training and employment connections as well as universal career and training services. Local Workforce Development Areas #40 & #41, through the integrated service delivery model, provides services for WIOA Adult, Dislocated Worker, Youth, Wagner-Peyser, TAA, Louisiana Rehabilitation Services, Department of Children and Family Services, Adult Education, and Veterans Employment and Training Services Program in Region IV. The strengths of this system are demonstrated through collaborative and comprehensive efforts with core partners, local community based organizations, and educational institutions. Jobseekers in Region IV have full access to allowable training services as well as supportive services. This model gives stability and uniformity to individuals seeking career or training services as well as local businesses that may be seeking specific employment needs or available employer resources.
- 2) Another strength that Region IV has is the many options for workforce development activities for youth ages 16 to 24. Activities provided directly to youth through the Business and Career Solutions Centers include:
 - Remediation and preparation for the HiSET
 - My Life, My Way - a virtual tool that allows youth aged participants to find out how much living expenses cost and those occupations that lead to the wage needed to afford it.
 - Louisianaworks.net – an online website that provides information for youth who are looking for employment, or are interested in furthering their education. Youth are also able to access information about career exploration, military service, financial aid for education, and other opportunities age-related.
 - Work-Based Activities – Local Workforce Development Areas in Region IV are mandated to spend no less than 20% of their WIOA Youth funds on Work-Based activities for Youth between the ages of 16 and 24.
 - Youth Training Accounts (YTA) for youth seeking post-secondary occupational training for On-the-Job Training Contracts, Support Services for training, Incentives, and Work-Based Learning experience through partnership with Louisiana Rehabilitation Services
- 3) An additional strength that Region VI possesses is the recent establishment of the South Louisiana Community College's (SLCC) Corporate College. South Louisiana Community College's Corporate College offers Acadiana businesses and individuals certified professional training, along with state-of-the-art meeting and conferencing space. Whether you are engaged with SLCC to deliver individual training classes, organization-wide employee development training, or career professional training, SLCC

encourages employers and individuals to learn more about the Corporate College. SLCC's Corporate College is made up of dedicated and motivated professionals committed to the student's success (corporate partners and individual students). Working with SLCC staff, individuals will benefit from both the depth of knowledge and the quality of customer service delivered. Employers and individuals can rely on the experience and insight to help guide people to great results. SLCC's Corporate College is different than other training providers. The Corporate College is not your typical training and development provider. SLCC starts with the "end in mind", set clear objectives before launching any training or career program, and have partnered with industry partners (alongside community and workforce partners) to make the programs a success.

Weaknesses

- 1) A weakness that Region IV faces is the lack of sufficient funding in order to provide adequate services to adults, dislocated workers, and youth in need of educational and occupational training services. Over the past few years, Region IV has experienced a continued decrease in formula funding. However, in 2016, Region IV did see a slight increase in funds, but we are unsure if the funding levels will stay the same in years to come.
- 2) A weakness that Region IV experiences regarding workforce development activities is the lack of approved registered apprenticeship programs. WIOA encourages pre-apprenticeship and apprenticeship programs, but there are currently no active approved apprenticeship programs in Region IV.
- 3) Training opportunities available for re-entry of incarcerated individuals is limited. Additionally, the lack of funding available for costly expungements is also hindering the ability for many individuals to obtain employment in certain occupations.
- 4) Lastly, the limited transportation services in the rural parishes create a hardship for individuals seeking employment throughout the region. This weakness limits their workforce opportunities and has been recognized as a potential barrier to employment.

(C) Regional Workforce Development Capacity

Region IV operates nine (9) Business and Career Solutions Centers. Of the nine (9) centers, six (6) are co-housed with WIOA and Wagner-Peyser partners. Other centers are operated by WIOA staff, LRS staff, and Senior Employment Service staff. All centers in Region IV deliver services related to the Adult, Dislocated Worker, and Youth Programs. Staff coordinates referrals and resources with community partners to provide outreach to individuals with limited transportation. Individuals who live in the rural parishes that have internet access can utilize the Louisianaworks.net website for workforce development services. The Local Workforce Development Areas and respective Businesses and Career Solutions Centers will continue to fund the career services outlined in Section 134(c)(2) of the Workforce Innovation and Opportunity Act. Such services include, but are not limited to:

- Determination of eligibility for services under Title I of WIOA
- Outreach, intake and orientation of services available through the Business and Career Solutions Center

- Initial assessments of skills levels, aptitudes, abilities, and supportive services when deemed necessary
- Labor exchange services, including job search and placement assistance, career counseling when determined necessary, provisions of information regarding high demand, high wage employment opportunities including non-traditional employment, and recruitment and screening on behalf of employers when requested.
- Referrals to and coordination of activities with all applicable partners as well as other workforce development programs
- Access to and exploration of job vacancies listed in the HiRE system
- Information of skills necessary to obtain employment
- Program cost and performance of training programs that are approved and listed on the eligible training provider list
- Information relative to the various supportive services when justified and deemed necessary
- Information on how to file an unemployment insurance claim
- Information on how to file for post-secondary educational financial assistance and aid for relevant cost
- Regional Newsletters are provided quarterly to employers as a method of disseminating best practices, providing information on upcoming employer events, and opportunities to assist businesses with development and growth

(b) Regional Strategic Vision and Goals

- (1) Vision** - Region IV's vision is to assist in economic growth and skills development of jobseekers to meet industry demand.

(2) Goals

(A) Goals for preparing an educated and skilled workforce, including preparing youth and individuals with barriers to employment and other populations:

The Local Workforce Development Boards in Region IV will strive to assist the unemployed and long-term unemployed, and underemployed in obtaining the critical skills and credentials that are needed to succeed and advance in occupations that are self-sustaining and allow them to support their families.

- In order to assist individuals in obtaining the skills needed, the Local Workforce Development Areas will promote implementation of effective integrated employment and training/contextualized learning approach that will improve skills attainment and employment outcomes for unemployed or underemployed jobseekers, including adult education students, vocational rehabilitation clients, public assistance recipients, ex-offenders, homeless individuals, out-of-school youth, low-skilled adults, and individuals with limited English proficiency.
- The Workforce Development Boards in Region IV will continue to partner with educational institutions, both secondary and post-secondary as the career pathways model is emerging as an ever more important strategic focus. As workforce development partners, we are expected to bring industry needs and projections to educational advisors as they assist individuals with planning their future. The Jump Start Initiative has led to the partnership

between education and industry to ensure the demands are being met by producing the qualified workforce needed. Jump Start allows students to graduate high school with industry based certifications. Representatives from the Workforce Development Boards in Region IV are highly engaged and active members of committees that provide industry demand information to the school system.

- Strategically align workforce development programs to ensure that employment and training services provided by the core programs identified in the Workforce Innovation and Opportunity Act and state mandated partners (Title I Adult, Dislocated Worker, Youth, Wagner-Peyser, Vocational Rehabilitation Services, Adult Education, and Department of Children and Family Services) are coordinated and complementary so that job seekers acquire skills and credentials that meet employers' needs.

(B) Goals for meeting the skilled workforce needs of employers:

Career pathways are an important component of developing a successful workforce, though not without its challenges. When individuals are focused on getting a job because they've been unemployed or underemployed, they are less interested and motivated in developing a personal career pathway. Workforce is providing marketing and outreach to communicate the skills required to meet the high wage, high demand jobs. Region IV Workforce Development Boards are highly engaged in activities that promote the awareness of the needs of employers that lead to feeding the pipeline that meets the needs of employers in our region. Activities that we are currently engaged in and plan on continuing include, but not limited to:

- Career Connections – this event is an annual event that is held at the Cajundome Convention center for 10th grade students as an opportunity to explore the many occupations and careers here in Region IV. Employers are set up at booths with a display of their company where they have a chance to share their careers and their expertise with our future leaders who happen to be thousands of curious and inquisitive 10th graders.
- Additional activities for adult learners will be explored as Region IV possesses a large population of uneducated citizens. Such activities could include career exploration events, career networking workshops that focus on the delivery of labor market information for occupations that are in-demand for Region IV, etc.

(3) Performance Goals

As outlined in WIOA, there are performance indicators for WIOA Title I Adult and Dislocated Worker, Adult and Literacy activities outlined in Title II of WIOA, the employment services program authorized under section 1 through 13 of the Wagner-Peyser Act, and programs authorized under Title I of the Rehabilitation Act of 1973. The following provides a description of each performance measure:

- 1) The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.
- 2) The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program.
- 3) The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
- 4) The percentage of program participants who obtain a recognized post-secondary credential, or a secondary school diploma, or its recognized equivalent, during participation in or within 1 year after exit from the program.

- 5) The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measureable skill gains toward such credential or employment.
- 6) The indicators of effectiveness in serving employers.

The primary indicators of performance for Youth programs authorized under Title I Youth:

- 1) The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program.
- 2) The percentage of the program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program.
- 3) The primary indicators of performance described.
- 4) The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
- 5) The percentage of program participants who obtain a recognized post-secondary credential, or a secondary school diploma, or its recognized equivalent, during participation in or within 1 year after exit from the program.
- 6) The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measureable skill gains toward such credential or employment.
- 7) The indicators of effectiveness in serving employers.

(c) Regional Strategy

(1) Taking into account analyses described in subparagraphs (a)(1) , a strategy to work with the entities that carry out the core programs to align resources available to the local area, to achieve the strategic vision and goals described in subparagraph (b)(1)(2);

WIOA partners and other agencies will be invited to attend meetings that will be held monthly or bi-monthly basis through a “Regional Coordination Committee” to discuss effective implementation and alignment of efforts, and to also address the progress and opportunities for improvement which could possibly include program training for all partner staff. To assist in operational alignment, core partners are committed to cross training employees and sharing resources and data, as appropriate and when needed.

In addition, the Region IV Business Services Team was established in 2014. This team holds monthly regional meetings with the following in participation:

- Region IV Workforce Development Board Directors
- Region IV Local Area Coordinators
- Industry Coordinator for Region IV – Leads the meetings
- Region IV Business Consultant
- Local Business Services and Recruitment Supervisors
- Members of the Recruitment and Placement Teams in the Business and Career Solutions Centers
- Local Veteran Employment Representative as well as the Disabled Veteran Outreach Program Specialist
- Adult Education staff
- Louisiana Rehabilitation Services Region Manager and Re-employment Specialist

- Representative from Incumbent Worker Program
- Representatives from the Rapid Response Program
- OSHA Consultation Representatives

The meetings are inclusive of coordination for upcoming regional events including job fairs and employer events, policy, performance, and training reports from each local area, and reports from each member and their organization. This team was originated to ensure communication throughout the region in an effort to avoid any duplication of services and to ensure that the needs of employers are being met.

(2) A description of the workforce development system in the local area that identifies the programs that are included in that system and how the local board will work with the entities carrying out core programs and other workforce development programs to support alignment to provide services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C.2301 et seq.), that support the strategy identified in the State plan under section 102(b)(1)(E);

Alignment, coordination, and provision of services for jobseekers, especially for those jobseekers who are unemployed or face barriers to employment, involves an approach that Region IV will strive to ensure customers who are receiving multiple services across agencies are not discouraged and disenfranchised by unnecessary bureaucracy. Instead, our customers will feel encouraged and assisted by the workforce system, because the WIOA partners will continue to communicate often and effectively through partner meetings, taking action to align efforts across programs whenever possible. To support system and service alignment and in an effort to avoid duplication, the core program partners and additional partners will enter into a One-Stop MOU that outlines the services and specific roles and responsibilities provided by each agency and will establish the referral process between partnering agencies. The MOU will also outline the resources that are available by each partner and methods of applying for services.

(3) A description of how the local board, working with the entities carrying out core programs, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable);

Future strategies will include a focus on increasing the presence of industries that are currently underrepresented in established sector partnerships. One area of opportunity is in the apprenticeship programs as there is a lack of presence for these programs in Region IV. One component of this plan will be to engage programs from other regions nearby to recruit apprenticeship programs to Region IV. The region will seek grants and other forms of support to help establish and maintain apprenticeship programs in collaboration with employers and educational institutions. Workforce Development Boards will strongly encourage co-enrollment and leveraging of resources through other means, with requirements built into the Individual Training Account (ITA) policy and other policies and procedures that support the leveraging of resources (e.g. PELL, TOPS, Financial Aid, LRS financial assistance, and GI Bill). The Workforce Development Boards are subcontractors and operators of the Strategies to Empower People (STEP) program for the purpose of providing case management services to work eligible cash assistance recipients referred by the Department of Children and Family Services to move those families from cash assistance to employment. The STEP case managers also assist by providing information regarding educational training programs that will lead to a high-wage, high demand occupation.

Efforts to reduce recidivism are being made. The St. Landry Adult Re-Entry (STAR) Coalition meets regularly to inform, educate, and proactively address the needs of our returning citizens (formerly incarcerated population). The board has active representation and participation with this coalition who is partnering with the St. Landry Parish Bar Association to implement the first-ever expungement event aimed at clearing criminal histories and, therefore, removing them as barriers to employment. Additionally, the board – through the St. Landry Parish Drug Court – another member agency of the STAR Coalition – allocates funds to support a specialized HISET program that serves Drug Court clients, probationers, and returning citizens; thereby, improving the employability of such populations through education.

(4) A description of the strategies and services that will be used in the local area—

(A) in order to –

(i) facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs;

Employers have a mistaken perception that the Business and Career Solutions Centers are solely for unemployment benefits, so marketing and outreach opportunities are needed to continue to engage employers. A strategy for engaging the small businesses in the rural areas is to continue to host employer workshops that include the many services offered to businesses at the local business and career solutions centers as well as the financial resources and incentives available for businesses. Labor market data including wage analysis by industries will be provided to employers. Marketing and branding for the business and career solutions centers has always been challenging, but with the support from the Louisiana Workforce Commission, Region IV can increase the marketing efforts to create additional recognition and drive demand from employers to engage in partnerships. By partnering with our vocational rehabilitation partner, there will also be a focus on creating more outreach and educational opportunities that will allow employers to learn about hiring individuals with disabilities and resources available to employers through the Louisiana Rehabilitation Services.

(ii) support a local workforce development system that meets the needs of businesses in the local area:

Local educational institutions including universities and community colleges in Region IV are critical partners for all of our areas. The communication between the educational partners and workforce development helps direct efforts towards real-time occupational demands and creates educational programs and opportunities locally for individuals to continue to grow in their field of employment. The Workforce Development Boards will focus on educating employers and businesses on the importance of partnering with workforce development and educational partners to assist in the creation of career pathways and skills required to meet the demand. Most employers are unaware of the information and support that the Business and Career Solutions Centers can provide when creating additional educational programs. The Workforce Development Boards in Region IV also promotes the importance and utilization of the Incumbent Worker Training Program as well as the Small Business Employee Training Program in order to upgrade the skills of their current workforce.

(iii) better coordinate workforce development programs and economic development; and Sector partnerships are a key driver for success in Region IV which is comprised of rural and urban areas. The rural nature of the majority of the communities in Acadiana requires collaboration and partnerships for the success of the community and has been a major strength for the rural areas. Though there are many examples of successful formal sector partnerships, there are also great deals of informal partnerships. One strategy of all areas in Acadiana will be to formalize the partnerships through MOUs and other formal agreements when appropriate, but it's also important to recognize that the informal sector partnerships play a large role in workforce development in Region IV. Sector partnerships consist of workforce development, economic development, and educational institutions. Additionally, economic development and workforce development will continue to work hand and hand when providing valuable information and resources to employers regarding growth and expansion, development of a qualified workforce, and federal/state regulation changes. In an effort to better coordinate activities, Region IV will continue to seek additional opportunities that allow better coordination.

(iv) strengthen linkages between the one-stop delivery system and unemployment insurance programs; and

The Worker Profiling and Reemployment Services (WPRS) system was established nationwide following the 1993 enactment of PL 103-152. Profiling is designed to identify UI claimants who are most likely to exhaust their regular benefits, so that they may receive re-employment services that will help them find a job more quickly. During various services points of an unemployment insurance claim, claimants receive individualized career services, develop an individualized employment plan, set career goals and objectives, and receive assistance to transition back into the workforce as quickly as possible.

The Louisiana Workforce Commission's Labor Market Information division is developing a model for profiling all new claimants for regular US benefits. The WPRS system strengthens the link between unemployment insurance and employment services for those most likely to exhaust benefits. The new worker profiling model for Louisiana will help us achieve the objectives of reducing the weeks of UI benefits, reducing UI benefits per beneficiary, increasing earnings per beneficiary and providing a management tool for targeting resources and aiding staff in understanding the customers they serve. Currently, re-employment services are provided in the Business and Career Solutions Centers as a part of the one-stop delivery system to individuals receiving unemployment insurance benefits. Additionally, the Workforce Development Boards will continue to coordinate with Rapid Response for events that provide direct and expedient services to workers who are or are about to lose their employment due to their employers' reduction in labor force, company, or facility closure.

The local one-stop centers in Region IV will provide services under the newly established Workforce Innovation and Opportunity Program, a program established in response to an executive order issued by Governor John Bell Edwards in April 2016. This program is designed to assist individuals who are currently unemployed or underemployed and receiving SNAP benefits who are without dependents or otherwise exempt and are between the ages of 18 and 49. Services provided to this population include but are not limited assistance with job seeking skills,

resume review, referrals to appropriate agencies including supportive service agencies, adult education programs, vocational rehabilitation, etc.

- (B) that may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies, designed to meet the needs of employers in the corresponding region in support of the strategy described in paragraph (1)(F);**

Region IV has always been showcased for the successful partnerships with employers through on-the-job training contracts. On-the-job training contracts, incumbent worker training programs, and customized training contracts will be provided for high demand, high growth occupations. The business services team in Region IV will continue to market and raise awareness of the various training partnerships and programs that are offered through the Business and Career Solutions Centers. Economic development will also continue to promote the training resources that are available to employers when recruiting to Region IV and when assisting employers with business expansion and retention.

- (5) a description of how the local board will coordinate workforce investment activities carried out in the local area with economic development activities carried out in the region in which the local area is located (or planning region), and promote entrepreneurial skills training and microenterprise services;**
- Small businesses in Region IV were seriously impacted by the downturn in the Oil & Gas industry that resulted in some of the highest unemployment rates in the state of Louisiana and possibly in the nation. As a result of the job losses, residents in Acadiana are searching for financial support for entrepreneurial business ideas. Business and Career Solution Centers in Region IV provide information regarding the Opportunity Machine for individuals interested in starting their own business. The Opportunity Machine serves the entrepreneurial community in Lafayette and was originally designed as a tech incubation program. The Opportunity Machine has matured to become an entrepreneurial acceleration and incubation center focused on rapid growth startups utilizing automation, delegation and elimination strategies to achieve goals while focusing on three critical areas: Deal Making; Technical Delivery; and Administration. Business and Career Solutions Centers will also continue to refer those in need of business plan development services to the Lafayette Small Business Development center which serves the entire region. The Small Business Administration, Internal Revenue Services, and the Secretary of State are other referral sources provided to those in need.

III. OPERATIONAL PLANNING ELEMENTS

This plan includes an Operational Planning Elements section that supports the Regional strategy and the system-wide vision described in Section II(c).

(a) Regional/Local Strategy Implementation

(1) Descriptions of the one-stop delivery system in the local area, including:

- (A) A description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers, and workers and jobseekers;**

Region IV Workforce Development Boards will continue to foster partnerships between workforce development and post-secondary educational institutions to ensure system alignment, programs of study that support employer and jobseeker needs, and leveraging of

resources to provide students with the best possible chance for a successful future. This includes continuing to seek funding opportunities through competitive grant opportunities that will support creation of additional programs and pathways. Region IV Workforce Development Boards already have an existing relationship with the community college system which provides the majority of our customers with training opportunities. Through sector partnership meetings, table discussions of employer needs will be held in conjunction with the educational partners as to how future training programs can be created that will support growth and feed the skilled pipeline. The Business and Career Solutions Centers will continue to assist jobseekers in planning their career pathways and secure financial resources to obtain the necessary skills and training.

(B) How the board will facilitate access to services provided to through one-stop delivery system, including in remote areas, through the use of technology and through other means;

Region IV will strive to strategically align our workforce development programs to ensure that employment and training services provided by the core program partners identified in WIOA are coordinated and complementary so that job seekers acquire skills and credentials that meet employers needs'. The local board will provide access to the one-stop delivery system by having at least two comprehensive one-stops in the region and where possible a satellite site in every parish and computerized access for remote locations when a physical location is not cost effective or feasible. Computerized access through Louisianaworks.net is available 24/7 wherever internet access is available and allows registration and access to eligible training providers and local offices to provide services even where no staff is available. The Lafayette area is relatively urban with a transit system within the city limits which enables most customers' easy access to the one-stop center which is centrally located in the city center and can act as the hub for the region.

(C) a description of how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities; and

In past years, special grants that funded a disability program navigator based in the business and career solutions centers were beneficial as it allowed outreach throughout the various organizations throughout the region. Region IV is exploring to increase efforts to provide services to individuals with disabilities by cross-training staff and information sharing. Co-locating Louisiana Rehabilitation Services staff in the businesses and career solutions centers would help people with disabilities navigate through the various systems while receiving support and services by the business and career solutions center staff. Region IV Workforce Development Boards, through the Methods of Administration, will periodically ensure that the Business and Career Solutions Center comply with the Section 188. The Workforce Development Boards will ensure that the one-stop operators and one-stop locations have physical and programmatic accessibility within the comprehensive one-stop facility and where possible and feasible the one-stop satellite locations. The comprehensive centers should have computerized

equipment available with software and hardware to meet the needs of individuals with disabilities funded through the Disability Initiative and plan for additional training of staff on resources and equipment available for individuals with disabilities. In addition, the board will foster and encourage the expansion of the local Ticket to Work Program (TTW), collaboration with the Social Security Administration. The LWDA #41 is one of the only one-stops in the area that works with individuals on SSI and SSDI to move them from dependency to self-sufficiency through the TTW program.

LWDB#40 and partners comply with Section 188 which states "Section 188 prohibits discrimination because of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries, applicants, and participants only, citizenship status, or because of an individual's participation in a program or activity that receives financial assistance under Title I of WIOA." Both Workforce Development Boards and Business and Career Solutions Centers are equal opportunity employers and adhere to the Americans with Disabilities Act of 1990. The physical facilities that are provided to the One-Stop meet requirements for providing services to individuals with disabilities, access to facilities, program accessibilities, and services. Each center in Region IV will have assistive technology that can be offered to individuals with disabilities. We are hopeful that in the immediate future staff training on the utilization of this technology will be offered to Local Workforce Development Areas #40 & #41 staff. AWI also serves as a vendor for Louisiana Rehabilitation Services (LRS) and provides assessments, placements, and retention services to individuals with severe disabilities, such as, individuals who are deaf, deaf and blind, and have developmental disabilities. Many of the individuals who have disabilities are referred to LRS for assistance so that they may receive services to make them more employable and educated.

(D) A description of the roles and resource contributions of the one-stop partners;

The MOU and Cost Allocation Plan will address the roles and resource contributions of the one-stop partners. Each mandatory one-stop partner and any additional partners should provide access to specific programs and resources for the maintenance of the comprehensive one-stop center and any satellite areas where a presence is needed.

(2) a description and assessment of the type of availability of adult and dislocated worker employment and training activities in the local area;

LWDA #41 will allocate at least 20% of the adult and dislocated worker funds received for training activities in the local area. Training will be provided in demand occupations that are rated with at least three to five stars in the STAR system or locally defined as in demand. Priority of service will be given to veterans for all training activities, low income adults will be given priority for adult funding, and with at least 51% of individuals enrolled must be considered economically disadvantaged. The types of training will include, but are not limited to, Individual Training Accounts with public and private institutions on the eligible training provider list, On-the-Job training with employers and customized training. The local board will set an enrollment goal for the local one-stop area and facilitate a return on investment policy to ensure funds are spent on demand occupations and will include a funding cap based on the allocation for the area. Registered Apprenticeships will be encouraged by the board where none are currently available and enrollment of adults or dislocated workers in any existing apprenticeships will be stressed.

LWDB#40 will pay scholarships for adults and dislocated workers to attend approved eligible training providers. Contingent upon funding levels. Supportive services for training services may be provided to adults and dislocated workers. On-the-job training and customized training programs may also be reimbursed up to amounts that are allowable as per the USDOL, LWC, and LWDB#40.

Apprenticeship programs are also allowable and may be referred to training programs. Work experience programs may also be offered to adults.

(3) a description of how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as described in section 134(a)(2)(A);

Region IV Workforce Development Boards will continue to increase relationships and partnerships with businesses so that those organizations connect with workforce development offices in the anticipation of a major layoff or dislocation event. Over the last few years, there have been several rapid response activities where Business and Career Solutions Center staff made every effort to assist in the lay-off process to ensure the transition was unproblematic and resourceful. During said events, Business and Career Solutions Center staff assists with registration in the HiRE system, resume building, creating a virtual recruiter, and effective job searching techniques. The rapid response services are still not well known by employers, therefore, the Business and Recruitment team in Region IV will continue awareness as they meet with employers and conduct presentations.

(4) a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which description and assessment shall include an identification of successful models of such youth workforce investment activities;

The youth workforce investment activities will target out-of-school youth as the WIOA law requires 75% of funds be spent on out of school youth. In addition 20% of the WIOA Youth allocation must be spent on work based activities. LWDA #41 has a long history of targeting out-of-school youth and will continue to partner with Work Ready U providers in the parish to continue the Keeping You Trained and Employed (KYTE) Model which has been highly successful for many years. This model incorporates many of the WIOA 14 required elements and includes mandatory partners leveraging resources for the success of youth participants. With out-of-school youth as the main group of youth served, many of which have barriers to employment and those with disabilities the board will continue to look at ways to enhance the roles of partners and other agencies to provide a holistic approach to youth services.

LWDB#40 will pay scholarships for youth to attend approved eligible training providers contingent upon funding levels. Supportive services for training may be provided to youth. On-the-job training and customized training programs may also be reimbursed up to amounts that are allowable as per the USDOL, LWC, and LWDB#40. Apprenticeship programs are also allowable and may be referred to training programs. Work experience programs may also be offered to youth in combination with other training or occupational activities. Youth are also allowed to participant in the summer youth employment program in combination with other training or occupational activities.

(5) a description of how the local board will coordinate education and workforce investment activities carried out in the local area with relevant secondary and postsecondary education

programs and activities to coordinate strategies, enhance services, and avoid duplication of services;

LWDA #41 has worked cooperatively with the relevant secondary and post-secondary education programs in the area and LEDA to promote training in demand occupations. Coordinating the transition from school to work for young people or furthering education in demand occupations. In 2015, the Lafayette Workforce Development Board partnered with the Lafayette Parish School System and Creative Video Productions to develop 3 to 5 minute career videos tailored toward middle school students as a component of their Comprehensive Career Plan. There were 17 employers that we partnered with to create the videos in the Lafayette area in various demand occupations. The occupations targeted in the project required Industry Based Credentials that can be obtained through short-term training and/or through technical training programs. These videos are embedded into the curriculums of middle school student in an effort to assist a young person in making an informed and educated decision on their career pathway when entering high school. The one-stop center promotes short term and long term training, recruits and refers eligible customers to educational institutions and programs for demand occupations. The referrals can be done electronically with the training provider website on computers within the one-stop. The One-Stop provides customers with labor market information and encourages use of other funding sources, such as but not limited to PELL, scholarships and student loans if no other source of funding is available. Coordination can be in the form of flyers, emails, electronic promotion and individualized recruitment. One-stop centers currently host periodic recruiting events with the post-secondary institutions during the weekly career networking event where unemployed, underemployed, and individuals with barriers to employment are invited to attend. To ensure there is no duplication of services, coordinating activities and funding sources with the training institutions will take place.

LWDB#40 has a long history of working with our local education and economic development agencies within our geographic area. This past year, LWDB#40, along with LWDB#41, jointly sponsored the first customized training program for scaffolding. It was operated at the SLCC, Teche Campus in New Iberia, Louisiana and the training was geared to meet the employment needs of scaffolding and construction contractors located in Baton Rouge and Lake Charles, Louisiana. Economic agencies and local boards within our region worked in cooperation with post-secondary education programs sponsored by the South Louisiana Community College to operate a successful CDL truck driving program located in Crowley, Louisiana. This program was designed to meet the needs of employers located in Region IV who have a tremendous shortage of truck drivers in the area. Both programs offer careers and high paying salaries. Other activities are planned for the near future such as, emergency medical technicians in Morgan City and pharmacy technicians in the Acadiana area.

- (6) a description of how the local board will coordinate workforce investment activities carried out under this title in the local area with the provision of transportation, including public transportation, and other appropriate supportive services in the local area;**

Within Region IV, LWDA #40 is mainly comprised of rural parishes, whereas LWDA #41 would be considered an urban area. Transportation is a major challenge in the rural parishes due to the lack of a public transportation system. However, LWDA #41 has a public transportation system operated by the Lafayette Consolidated Government. The Lafayette Business Career Solutions Center in LWDA #41 is located downtown of the city and is on a bus route. The limited transportation services in the

rural parishes is a major barrier to employment that many individuals face. Transportation is also an important factor for recently released offenders as a large number of offenders do not have reliable transportation upon release. If an individual is enrolled in training through WIOA and justification is proved, transportation assistance can be provided to eligible participants contingent upon the funding levels. Referrals to agencies that offer bus vouchers or other support services for individuals lacking transportation will be provided to those participants in need.

- (7) a description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the local area through the one-stop delivery system, to improve service delivery and avoid duplication of services;**

Wagner-Peyser - As a required WIOA core partner, Title III Wagner-Peyser services will be co-located throughout Region IV. Wagner-Peyser programs deliver a wide array of employment services in many Business and Career Solutions Centers to jobseekers and employers. Re-employment services for those on unemployment insurance will be offered through continued collaboration between the WIOA staff and Wagner-Peyser staff.

- (8) a description of how the local board will coordinate workforce investment activities carried out under this title in the local area with the provision of adult education and literacy activities under title II in the local area, including a description of how the local board will carry out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under title II;**

Region IV continues to work collaboratively with the Adult Education community to implement WIOA. LWDA#41 will work closely with the Work Ready U adult education and literacy, career and technical education and vocational rehabilitation by referring clients who need such services to obtain or retain employment. Coordination of workforce development services and education and literacy activities will be outlined and included in the One-Stop MOU. Such coordination will include, but not limited to:

- Supporting the educational and skill achievement of parents and family members to participate in the educational development of their children and to improve economic opportunities for their families.
- Awareness of adult education programs will be provided in orientations of services in the Business and Career Solutions Centers.
- Assist immigrants and English learners in improving their English and math proficiency and understanding the rights and responsibilities of citizenship.
- Assist incarcerated individuals in strengthening their knowledge and skills to promote successful re-entry into the workforce and skills on how to maintain employment after transition.

LWDA #41 one-stop will work closely with adult education and literacy programs, career and technical institutions and vocational rehabilitation to provide access to labor market information, continuing education and employment opportunities for recent graduates. Furthermore, the local board will review the applications submitted to provide adult education and literacy, to ensure they are consistent with the local plan and promote alignment with the local plan.

LWDA#40, has coordinated and implemented new programs in corporation with adult education and literacy programs within the area. The one-stop operator has identified out of school youth who are working on their High School Equivalency (HSE) credential with adult education providers and provided valuable work experience to them in preparing for the world of work. Adult education and the one-stop operator have shared referrals for training regarding HiSET, educational training, and employment activities. The majority of the students being enrolled in summer youth activities through WIOA were previously enrolled in HiSET training by the adult education providers. In Abbeville, Louisiana, the adult education center and the one-stop operator are co-housed in the same building. In New Iberia, Louisiana, the adult education center and the one-stop operator are located on the SLCC, Teche Area Campus.

- (9) Describe the privacy safeguards incorporated in the one stop delivery system, across partners, related to sharing and protecting personally identifiable information. This includes safeguards required by section 444 of the General Education Provisions Act (20 U.S.C. 1232g) and other applicable Federal laws.**

The privacy of personally identifiable information will be safeguarded through the HiRE system which prohibits all Region IV staff and partners releasing any information to anyone, including across partners. Information on a HiRE account is only accessed after an individual provides picture identification so that no private information is released to anyone but the individual. Release of information forms will be used when the customer needs to have information shared across partners and precautions will be taken to ensure the method of transmission is private. Federal laws and the General Education Provisions Act will be adhered to by the one-stop partners to ensure an individual's school records and other information will not be released unless specific consent is given and if the individual is a minor the consent of the parent or guardian.

- (10) Describe how the Local Area will implement and monitor the priority of service provisions for veterans in accordance with the requirements of the Jobs for Veterans Act, codified at section 4215 of 38 U.S.C., which applies to all employment and training programs funded in whole or in part by the Department of Labor. Local Areas should also describe the referral process for veterans determined to have a significant barrier to employment to receive services from the Jobs for Veterans State Grants (JVSG) program's Disabled Veterans' Outreach Program (DVOP) specialist.**

LWDA #41 has a priority of service policy for serving veterans and eligible spouses under the Jobs for Veterans Act and notifies such eligible parties of the policy through signage and verbal information upon disclosure of such status. Veterans are given a triage form to help identify those that may have significant barriers to employment and such individuals are referred to the local Disabled Veterans' Outreach Program (DVOP) specialist. There are DVOP's housed in the one-stop and the triage form is given immediately to the local representative and other services are offered until such time as they can make an appointment for individualized attention. When placing individuals in training funded in part or wholly by the WIOA program, veterans are placed in training before other individuals seeking such training dollars. Finally, surveys are completed to ensure the Veteran is aware of the priority of service policy and receive services needed when visiting the center.

LWDA#40 offer priority of services to veterans. Individual computers have been set aside in each one-stop to service veterans so they can move to the front of the line to quickly receive staff and

technology support and services offered at the one-stop. In identifying scholarships and supportive services, veterans who meet eligibility requirements are moved up to the front of the list regardless of the date of applications, which is typically first come first served. Veterans are offered similar services as any other job seeker at our centers and receive special assistance from our veterans staff. Based on assessment forms completed by veterans, they are referred to the veteran staff for assistance. Surveys are completed by veterans so staff can monitor effectiveness of services. Information regarding priority of services are displayed in all centers.

(11) Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners) will ensure that each one-stop center is able to meet the needs of English language learners, such as through established procedures, staff training, resources, and other materials.

The one-stop delivery starts with the HiRE system which can be changed to Spanish, one of the largest populations of English language learners in the area. A LWDA #41 staff member is fluent in both English and Spanish and can translate when needed. A language line can be utilized to help with languages not provided by staff when assisting such individuals. When needed, a translator can be acquired from partner agencies such as catholic social services. The staff procedures are in place and ongoing training can be provided to assist one-stop staff in helping English language learners and making referrals to our adult education partners for English as a Second Language classes.

LWDA#40 has identified staff who can assist in providing services to individuals who have English language barriers. One of our one-stop partners, Migrant Education Training (MET), provides services to individuals who have limited English speaking abilities, in particular, individuals with an Hispanic background. Other individuals with disabilities are often referred to Louisiana Rehabilitation Services, through their staff or interpreters who provide assistance. Currently, the Helping Individuals Reach Employment (HiRE) case management system is available in Spanish. However, future enhancements will incorporate "Google Translate" additional languages based on community need.

(12) a description of the replicated cooperative agreements (as defined in section 107(d)(11)) between the local board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination;

The LWDB#41 will create a cooperative agreement with the local Vocational Rehabilitation Agency which is also under the umbrella of the Louisiana Workforce Commission. Sharing clients and fostering a relationship where each one uses their expertise to provide training in demand occupations and placement with employers in the area. Access to the HiRE system and continued efforts of sharing information will enhance the services to individuals with disabilities. Training staff in the agency to make referrals to employers and encouraging registration and resume building for

all LRS clients. The local area will continue to work with Louisiana Rehabilitation Services to provide transition services for disabled youth as they transition from school to work. The board and program staff has and will continue to participate with the Lafayette Parish School System on the Transition Teams which holds an annual event to train students on interviewing and other skills needed to enter the workforce. Both agencies are on the Business Services Team that works with employers to promote the hiring of individuals with disabilities and enrolling those who are eligible in OJT or Customized Training.

Louisiana Rehabilitation Services and LWDB#40 has been a model for the state of Louisiana in coordination of resources and services. LRS and AWI have established an effective referral system. Additionally, both entities assist in meeting the employment needs of the jobseekers they serve as well as hiring needs of employers within the region.

Acadiana Works, Inc is contracted by LRS to provide services including assessment, placement, and retention services related to individuals with disabilities and providing work-based learning experiences to school age youth within the school systems throughout Region IV.

(13) an identification of the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i)(III), as determined by the chief elected official or the Governor under section 107(d)(12)(B)(i);

Local Workforce Development Area #41 is designated by the Governor of Louisiana to operate as the Workforce Development Board in Lafayette Parish. Lafayette Consolidated Government has been designated as the local grant recipient for LWDA#41 and Mr. Joel Robideaux is the Chief Elected Official for LWDA #41 who serves as the Mayor-President of the Lafayette Consolidated Government.

St. Landry Parish Government, William K. Bill Fontenot, Chief Elected Official, has been designated to serve as the grant recipient to receive Workforce Innovation and Opportunity Act (WIOA) funds for the consortium geographical area, which includes the entirety of Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary and Vermilion parishes, known as Workforce Development Area #40. The grant recipient shall disburse grant funds for workforce development activities in accordance with Title I-B of the Workforce Innovation and Opportunity Act (Public Law 113-128-July 22, 2014), which replaces the Workforce Investment Act of 1998. The Local Workforce Development Area/Grant Recipient hereby accepts full responsibility for funds expended under this grant and assures that funds provided will be expended according to limitations set forth in the Workforce Innovation and Opportunity Act, Federal and State Regulations, policies and procedures and the approved Plan and that it will reimburse LWC for any questioned costs which are ultimately disallowed by the U.S. Department of Labor.

(14) a description of the competitive process to be used to award the subgrants and contracts in the local area for activities carried out under this title;

All competitions will be conducted in a manner that provides, to the maximum extent practical, free and open competition to all interest parties. LWDA #41 will announce new request for proposals to known entities who provide such services through newspaper advertising, and by posting on public websites. Each local workforce development area will follow the procedures outline in the methods

of procurement policies.

LWDB#40 will utilize request for proposals or formal bid solicitations to award sub-grants or contracts for WIOA purposes in Region IV. LWDB#40 will announce new request for proposals to known entities who provide such services through newspaper advertising, and by posting on public websites.

- (15) a description of the local levels of performance negotiated with the Governor and chief elected official pursuant to section 116(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under subtitle B, and the one-stop delivery system, in the local area;**

Local Workforce Development Boards in Region IV is awaiting initial local levels of performance to be negotiated with the Louisiana Workforce Commission in conjunction with the Governor and the Chief Elected Officials. Upon successful negotiation, the agreed performance will be utilized to measure the performance of each local area. The following are the performance measure that we will adhere to:

WIOA Program Performance Measures for Adults, Dislocated Workers, and Youth

1. Employment (Second Quarter after Exit)
2. Employment (Fourth Quarter after Exit)
3. Median Earnings (Second Quarter after Exit)
4. Credential Attainment Rate
5. Measurable Skill Gains
6. Effectiveness in Serving Employers

WIOA Business Metrics Performance Goals

1. Overall Market Penetration
2. Targeted Market Penetration
3. Demand Occupations with Staff Referrals
4. Repeat Customers
5. Employer Based Training (EBT)

- (16) a description of the actions the local board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the State board pursuant to section 101(d)(6);**

The Workforce Development Boards will ensure effective policies and agreements are reached and maintained regarding the provisions of the integrated services through the Business and Career Solutions Centers that include:

- Accessing the effectiveness and continuous improvement of One-Stop Centers
- Allocation of One-Stop infrastructure cost that support continuous improvement of equipment and services

The local workforce development board's leadership team will ensure that business and career solutions center staff undergoes continual training and development. The Chief Elected Officials will ensure that board members appointed to the Workforce Development Boards are active members who attend meetings regularly and engage in focus groups, trainings, and statewide conferences to ensure complete understanding of the one-stop system.

- (17) a description of how training services under chapter 3 of subtitle B will be provided in accordance with section 134(c)(3)(G), including, if contracts for the training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided;**

The Louisiana Workforce Commission has established policy that outlines the eligibility requirements and process for eligible training providers. LWC has also placed an "Eligible Training Provider Manual" on the HiRE website that descriptively outlines the application process, eligibility criteria, approval process, and maintenance of programs on the list. The policy also ensures that eligible providers offer a wide variety of demand job-driven training programs are available to participants, including eligible providers with expertise in assisting individuals with disabilities and adults in need of adult education and literacy activities. Participants are advised by WIOA counselors of eligible training programs and relevant fields of employment including wages and demand before making a decision when choosing a program.

- (18) a description of the process used by the local board, consistent with subsection (d), to provide an opportunity for public comment, including comment by representatives of businesses and comment by representatives of labor organizations, and input into the development of the local plan, prior to submission of the plan;**

This plan will be placed on two websites (<http://stlandryparish.org/departments/workforce-development> and <http://www.lafayettela.gov/cao/wib/Pages/default.aspx>)

and will be available for public view for a period of thirty (30) days. Once placed on the websites, an email with a link to the plan will be sent to all board members of the workforce development boards in Region IV as well as our community stake holders, partner agencies, faith-based agencies, and general business organizations requesting that individuals review and provide feedback. In addition, the local elected officials will also be informed of the plan and requested to review and provide feedback. Copies of the plan can be requested, but the requester must allow two (2) business days before the copy could be ready for pick up. Any public comments received will be reviewed for final consideration and will be incorporated in the final plan.

- (19) a description of how one-stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under this Act and programs carried out by one-stop partners.**

LWDB#40 & #41 are integrating services through technology for in-take and case management purposes through the HiRE system. We are hopeful that going forward, other partners will share similar in-take and case management technologies, databases, and websites. The HiRE system increases access and opportunities to those in rural areas, particularly those with barriers to employment, virtually. Currently the system is not used for case management for all of the partners except Wagner Peyser, WIOA and VETS, but has the capacity to assimilate other agencies. Cross

training staff who are housed in the one-stop center will help other agencies to see the value of a technology enabled intake and case management system such as HiRE. In the interim, cross training across agency staff will assist clients to enroll in whatever case management system is being used. For example the local area can be a gold partner with Department of Children and Family Services which enables staff to assist clients enter their information in the CAFÉ application system and we get credit as a partner agency for our assistance. LWDB#41 is a Gold Partner with the Department of Children and Family Services. LWDB#40 is a Bronze Partner with the Department of Children and Family Services.

IV. COORDINATION WITH REGIONAL/LOCAL PLAN PROGRAMS

Describe the methods used for joint planning and coordination among the core programs, and with the required one-stop partner programs and other programs and activities included in the Combined Plan.

Instructions were provided by the Louisiana Workforce Commission. After review of instructions, sections were disseminated to staff. Additional input was solicited to WIOA partners and community stakeholders.

V. COMMON ASSURANCE FOR ALL CORE PROGRAMS

1. The Local Area has established a policy identifying circumstances that may present a conflict of interest for a Local Board or the entity or class of officials that the member represents, and procedures to resolve such conflicts;
2. The Local Area has established a policy to provide to the public (including individuals with disabilities) access to meetings of Local Boards and local boards, and information regarding activities of Local Boards, such as data on board membership and minutes;
3. The Local Area has established a policy on fiscal control and fund accounting procedures that are necessary to ensure proper accounting for, funds allotted to the local area (this applies to Title I and other discretionary funds allotted to the local area);
4. The Local Area has established a policy which describes action to secure compliance with uniform administrative requirements of this Act, including that the Local Area will annually monitor;
5. The Local Area has a policy taking the appropriate action to be in compliance with WIOA section 188, Nondiscrimination, as applicable;
6. The Local Area has implemented a policy to ensure adult-program funds provide a priority in the delivery of career and training services and individualized career services to individuals who are low income, public assistance recipients or basic skills deficient; ***(The policy must align with State policy "Adult, Dislocated Worker and Youth Eligibility"- OWD 2-24).***
7. The Federal funds received to carry out a core programs will not be expended for any purpose other than for activities authorized with respect to such funds under that core program. ***(Plan must include a statement attesting to this assurance).***
8. The Local Area will not use funds received under WIOA Title I to assist, promote or deter union organizing in accordance with WIOA section 181(b)(7).

Local Workforce Development Area Performance Goals

This document will be completed upon successful negotiation with the Louisiana Workforce Commission.

	PY 2016 / FY 2017		PY 2017 / FY 2018	
	Proposed/ Expected Level	Negotiated/ Adjusted Level	Proposed/ Expected Level	Negotiated/ Adjusted Level
Employment (Second Quarter after Exit)				
Adults	%		%	
Dislocated Workers	%		%	
Youth	%		%	
Employment (Fourth Quarter after Exit)				
Adults	%		%	
Dislocated Workers	%		%	
Youth	%		%	
Median Earnings (Second Quarter after Exit)				
Adults	\$		\$	
Dislocated Workers	\$		\$	
Youth	\$		\$	
Credential Attainment Rate				
Adults	%		%	
Dislocated Workers	%		%	
Youth	%		%	
Measureable Skill Gains				
Adults	B		B	
Dislocated Workers	B		B	
Youth	B		B	
Effectiveness in Serving Employers				
Adults	B		B	
Dislocated Workers	B		B	
Youth	B		B	

Region IV - Business Metrics Performance Goals

These goals are unofficial and will be updated upon successful negotiation with the Louisiana Workforce Commission.

	PY 2016 / FY 2017			
	PY15 Proposed Performance Levels	PY15 Performance Range 80%	2016 Proposed Performance Levels	2016 Negotiated/ Adjusted Level
Overall Market Penetration	21%	16-20%	22%	
Targeted Market Penetration	25%	20-24%	26%	
Demand Occupations Staff Referrals	23%	18-24%	24%	
Repeat Customers	68%	54-67%	69%	
Employer Based Training (EBT)	13	10-12	14	

ATTACHMENT 1

Chief Elected Official and Workforce Development Board Agreement LWDB #40 & LWDB #41

**Chief Elected Official
and
Workforce Development Board Agreement
For LWDB #40**



CEO/LWDB Agreement

Chief Elected Official
and
Workforce Development Board #40 Agreement

This agreement is made and entered into by and between The Honorable Ryan Ardoin, the Chief Elected Official (CEO) of the Workforce Development Board #40 in order to identify the respective roles and mutual responsibilities pursuant to the provisions of the Workforce Innovation and Opportunity Act (WIOA) and all Federal and state statutes, rules, and regulations promulgated there under.

I. The Chief Elected Official Duties and Responsibilities

- A.** The Chief Elected Official (CEO) is authorized to appoint the members of the Local Workforce Development Board in accordance with State criteria established by the Governor in partnership with the State Board. (WIOA Section 107 (c)(1)(A))
- B.** The CEO in a local area and the local grant recipient shall be liable for any misuse of the grant funds allocated to the local area. In order to assist in the administration of the grant funds, the CEO may designate an entity to serve as a local grant subrecipient for such funds or as a local fiscal agent. (WIOA Section 107 (d)(12)(B)(i)(I))
- C.** The Local Workforce Development Board (LWDB) shall develop and submit to the Governor, a four (4) year local plan (beginning July 1, 2016), in partnership with the CEO. (WIOA Section 108(a))
- D.** Consistent with an approved State Plan, the LWDB, with the agreement of the CEO, is authorized to designate or certify one-stop operators and to terminate for the cause of eligibility of such operators. (WIOA Section 121(d)(1))
- E.** The LWDB, with the agreement of the CEO, shall develop and enter into a Memorandum of Understanding (between the LWDB and the One-Stop Partners) concerning the operation of the one-stop delivery system in the local area. (WIOA Section 121(c)(1))
- F.** Consistent with an approved State Plan, the LWDB, with agreement of the CEO, shall conduct oversight with respect to the one-stop delivery system in the local area. (WIOA Section 121 (a)(3))
- G.** The LWDB shall develop a budget for the activities for the LWDB, consistent with the local Plan and the duties of the LWDB, subject to approval of the CEO. (WIOA Section 107(d)(12)(A)).

II. Local Workforce Development Board Functions

- A.** In partnership with the Chief Elected Official for the local area involved, the LWDB shall develop and submit a local plan to the Governor that meets the requirements in WIOA Section 108.
- B.** In order to assist in the development and implementation of the local Plan, the LWDB shall:
 - 1. Carry out analyses of the economic conditions in the Region, the needed knowledge and skills for the Region, the workforce in the Region, and workforce development activities.
 - 2. Assist the Governor in developing the statewide workforce and labor market information system described in Section 15(e) of the Wagner-Peyser Act (29 U.S.C. 491-2(e))
 - 3. Conduct such other research, data collection, and analysis related to the workforce needs of the regional economy as the LWDB, after receiving input from a wide array of stakeholders, determines to be necessary to carry out its functions.
- C.** The LWDB shall convene local workforce development system stakeholders to assist in the development of the local plan under WIOA Section 108 and identify non-federal expertise and resources to leverage support for workforce development activities.
- D.** The LWDB shall lead efforts to engage a diverse range of employers and entities within the Region for the following purposes:
 - 1. Promote business representation.
 - 2. Develop effective linkages with employers in the Region to support employer utilization of the local workforce development system.
 - 3. Ensure that workforce development activities meet the needs of employers and support economic growth in the Region.
 - 4. Develop and implement proven or promising strategies for meeting the employment and skills needs of workers and employers.
- E.** The LWBD, with representatives of secondary and postsecondary education programs, shall lead efforts in the local area to develop and implement career pathways by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
- F.** The LWDB shall lead efforts in the local area to:
Identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers, and jobseekers (including individuals with barriers to employment) in the local workforce development system, including providing physical and programmatic accessibility, in accordance with WIOA Section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), to the one-stop delivery system.
- G.** The LWDB shall develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers, and job seekers.

- H. The LWDB, in partnership with the Chief Elected Official for the local area, shall:
 - 1. Conduct oversight for local youth workforce development activities authorized under WIOA Section 129(c), local employment and training activities under subsection (c) and (d) of WIOA Section 134, and the one-stop delivery system in the local area; as well as ensure they appropriate use and management of funds provided under Subtitle B for activities and system described above; and
 - 2. For workforce development activities, ensure the appropriate use, management, and investment of funds to maximize performance outcomes under WIOA Section 116.
- I. The LWDB, CEO, and the Governor shall negotiate and reach agreement on local performance accountability measures as described in WIOA Section 116(c), including any additional performance measures outlines in the State Plan.
- J. Selection of Operators and Providers:
 - 1. Selection of one-stop operators – consistent with WIOA Section 121(d), the LWDB, with the agreement of the CEO for the local area
 - a. Shall designate or certify one-stop operators as described in WIOA Section 121(d)(2)(A); and
 - b. May terminate for cause the eligibility of such operators.
 - 2. Selection of youth providers – consistent with WIOA Section 123, the LWDB
 - a. Shall identify eligible providers of youth workforce investment activities in the local area by awarding grants or contracts on a competitive basis (except as provided in WIOA Section 123(b); and
 - b. May terminate cause the eligibility of such providers.
 - 3. LWDB shall identify eligible providers of training services in the local area consistent with WIOA Section 122.
 - 4. The LWDB shall identify eligible providers of those career services in the local area by awarding contracts as described in WIOA Section 134(c)(2).
 - 5. Consistent with WIOA Section 122 and paragraphs (2) and (3) of WIOA Section 134(c), the LWDB shall work with the State to ensure there are sufficient numbers and types of providers of career services and training services (including eligible providers with expertise in assisting adults in need of adult education and literacy activities).
- K. Coordination with Education Providers:
 - 1. In general, the LWDB shall coordinate activities with education and training providers in the local area, including providers of workforce development activities, providers of adult education and literacy activities under Title II, providers of career and technical education (as defined in Section 3 of Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2302) and local agencies administering plans under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq), other than Section 112 or Part C of that Title (29 U.S.C. 732, 741), serving that area;

2. Regarding applications and agreements, the coordination described above shall be consistent with WIOA Section 232 and include:
 - a. Reviewing the applications to provide adult education and literacy activities under Title II for the local area, submitted under such WIOA Section to the eligibility providers, to determine whether such application are consistent with the Local Plan; and
 - b. Making recommendations to the eligible agency to promote alignment with such plan
 - c. Cooperative agreements will be replicated in accordance with subparagraph (B) of Section 101(a)(11) of the Rehabilitation Act of 1979 (29 U.S.C. 721(a)(11), and implementing cooperative agreements in accordance with that Section with the local agencies administering Plans under Title I of that Act (29 U.S.C. 720 et seq) (other than Section 112 or Part C of that Title (29 U.S.C. 732, 741) and subject to WIOA Section 121(f)), with respect to efforts that will enhance the provisions of services to individuals with disabilities and other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.
 - d. Cooperative agreement: the term “cooperative agreement” means an agreement entered into by a State designated agency or State designated unit under subparagraph (A) of Section 101(a)(11) of the Rehabilitation Act of 1973.
 - e. Budget and Administration:
 1. The LWDB shall develop a budget for activities for the local Board in the local area, consistent with the Local Plan and duties of the LWDB under this Section, subject to the approval of the Chief Elected Official.
 2. Grant Recipient – The CEO in the local area and the local grant recipient shall be liable for any misuse of the grant funds allocated to the local area under WIOA Sections 128 and 133.
 3. The local grant recipient shall disburse the grant funds for workforce development activities at the direction of the LWDB, pursuant to the requirements of this Title. The local grant recipient or entity designated above shall disburse the funds immediately on receiving such direction from the LWDB.
 - a. The LWDB may solicit and accept grants and donations from sources other than Federal funds made available under this Act.
 - b. For purposes of carrying out duties under this Act, LWDBs may incorporate and may operate as entities described in Section 501(c)(3) of the Internal Revenue Code of 1986 that are exempt from taxation under Section 501(a) of such Code.
 4. In order to assist in administration of the grant funds, the CEO may designate an entity to serve as a local grant subrecipient for such funds or as a local fiscal agent. Such designation shall not relieve the CEO of the liability for misuse of grant funds as described above.

- L. The LWBD shall annually assess the physical and programmatic accessibility, in accordance with WIOA Section 188, if applicable, and applicable provisions of the American with Disabilities Act of 1990 (42 U.S.C. 12101 et seq), of all Business and Career Solutions Centers in the local area.

III. Joint Responsibilities

The following shall constitute the joint responsibilities of the Chief Elected Official and the Local Workforce Development Board as described in Sections I and II.

- A. Development and submission of a four-year local plan beginning in July 1, 2016.
- B. Designation or certification of the One-Stop Operator.
- C. Development and enter into a Memorandum of Understanding concerning the operation of the one-stop delivery system in the area.
- D. Development of a budget.
- E. Conduct oversight.



Ryan Ardoin
Chief Elected Official
Workforce Development Board #40

11/12/15
Date



W.K. Bill Fontenot
Local Grant Recipient
St. Landry Parish Government

11-12-15
Date

Robert "Bob" Manuel
Chairperson
Workforce Development Board #40



11/12/15
Date

**Chief Elected Official
and
Workforce Development Board Agreement
For LWDB #41**

Chief Elected Official
and
Lafayette Workforce Development Board Agreement

This agreement is made and entered into by and between The Honorable Joel Robideaux, the Chief Elected Official (CEO) of Lafayette City-Parish Consolidated Government and the Lafayette Workforce Development Board in order to identify their respective roles and mutual responsibilities pursuant to the provisions of the Workforce Innovation and Opportunity Act (WIOA) and all Federal and state statutes, rules, and regulations promulgated there under.

I. The Chief Elected Official Duties and Responsibilities

- A.** The Chief Elected Official (CEO) is authorized to appoint the members of the Local Workforce Development Board in accordance with State criteria established by the Governor in partnership with the State Board. (WIOA Section 107 (c)(1)(A))
- B.** The CEO in a local area shall serve as the local grant recipient for, and shall be liable for any misuse of the grant funds allocated to the local area. In order to assist in the administration of the grant funds, the CEO may designate an entity to serve as a local grant subrecipient for such funds or as a local fiscal agent. Such designation shall not relieve the CEO of the liability for misuse of funds. (WIOA Section 107 (d)(12)(B)(i)(I))
- C.** The Local Workforce Development Board (LWDB) shall develop and submit to the Governor, a four (4) year local plan (beginning July 1, 2016), in partnership with the CEO. (WIOA Section 108(a))
- D.** Consistent with an approved State Plan, the LWDB, with the agreement of the CEO, is authorized to designate or certify one-stop operators and to terminate for the cause of eligibility of such operators. (WIOA Section 121(d)(1))
- E.** The LWDB, with the agreement of the CEO, shall develop and enter into a Memorandum of Understanding (between the LWDB and the One-Stop Partners) concerning the operation of the one-stop delivery system in the local area. (WIOA Section 121(c)(1))
- F.** Consistent with an approved State Plan, the LWDB, with agreement of the CEO, shall conduct oversight with respect to the one-stop delivery system in the local area. (WIOA Section 121 (a)(3))
- G.** The LWDB shall develop a budget for the activities for the LWDB, consistent with the local Plan and the duties of the LWDB, subject to approval of the CEO. (WIOA Section 107(d)(12)(A)).

II. Local Workforce Development Board Functions

- A.** In partnership with the Chief Elected Official for the local area involved, the LWDB shall develop and submit a local plan to the Governor that meets the requirements in WIOA Section 108.
- B.** In order to assist in the development and implementation of the local Plan, the LWDB shall:
 - 1.** Carry out analyses of the economic conditions in the Region, the needed knowledge and skills for the Region, the workforce in the Region, and workforce development activities.
 - 2.** Assist the Governor in developing the statewide workforce and labor market information system described in Section 15(e) of the Wagner-Peyser Act (29 U.S.C. 491-2(e))
 - 3.** Conduct such other research, data collection, and analysis related to the workforce needs of the regional economy as the LWDB, after receiving input from a wide array of stakeholders, determines to be necessary to carry out its functions.
- C.** The LWDB shall convene local workforce development system stakeholders to assist in the development of the local plan under WIOA Section 108 and identify non-federal expertise and resources to leverage support for workforce development activities.
- D.** The LWDB shall lead efforts to engage a diverse range of employers and entities within the Region for the following purposes:
 - 1.** Promote business representation.
 - 2.** Develop effective linkages with employers in the Region to support employer utilization of the local workforce development system.
 - 3.** Ensure that workforce development activities meet the needs of employers and support economic growth in the Region.
 - 4.** Develop and implement proven or promising strategies for meeting the employment and skills needs of workers and employers.
- E.** The LWDB, with representatives of secondary and postsecondary education programs, shall lead efforts in the local area to develop and implement career pathways by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
- F.** The LWDB shall lead efforts in the local area to:
Identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers, and jobseekers (including individuals with barriers to employment) in the local workforce development system, including providing physical and programmatic accessibility, in accordance with WIOA Section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), to the one-stop delivery system.
- G.** The LWDB shall develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers, and job seekers.
- H.** The LWDB, in partnership with the Chief Elected Official for the local area, shall:

1. Conduct oversight for local youth workforce development activities authorized under WIOA Section 129(c), local employment and training activities under subsection (c) and (d) of WIOA Section 134, and the one-stop delivery system in the local area; as well as ensure they appropriate use and management of funds provided under Subtitle B for activities and system described above; and
 2. For workforce development activities, ensure the appropriate use, management, and investment of funds to maximize performance outcomes under WIOA Section 116.
- I. The LWDB, CEO, and the Governor shall negotiate and reach agreement on local performance accountability measures as described in WIOA Section 116(c), including any additional performance measures outlines in the State Plan.
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1. Selection of one-stop operators – consistent with WIOA Section 121(d), the LWDB, with the agreement of the CEO for the local area
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 - a. Shall identify eligible providers of youth workforce investment activities in the local area by awarding grants or contracts on a competitive basis (except as provided in WIOA Section 123(b); and
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 4. The LWDB shall identify eligible providers of those career services in the local area by awarding contracts as described in WIOA Section 134(c)(2).
 5. Consistent with WIOA Section 122 and paragraphs (2) and (3) of WIOA Section 134(c), the LWDB shall work with the State to ensure there are sufficient numbers and types of providers of career services and training services (including eligible providers with expertise in assisting adults in need of adult education and literacy activities).
- K. Coordination with Education Providers:
1. In general, the LWDB shall coordinate activities with education and training providers in the local area, including providers of workforce development activities, providers of adult education and literacy activities under Title II, providers of career and technical education (as defined in Section 3 of Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2302) and local agencies administering plans under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq), other than Section 112 or Part C of that Title (29 U.S.C. 732, 741), serving that area;
 2. Regarding applications and agreements, the coordination described above shall be consistent with WIOA Section 232 and include:
 - a. Reviewing the applications to provide adult education and literacy activities under Title II for the local area, submitted under such WIOA Section to the

- eligibility providers, to determine whether such application are consistent with the Local Plan; and
- b. Making recommendations to the eligible agency to promote alignment with such plan
 - c. Cooperative agreements will be replicated in accordance with subparagraph (B) of Section 101(a)(11) of the Rehabilitation Act of 1979 (29 U.S.C. 721(a)(11), and implementing cooperative agreements in accordance with that Section with the local agencies administering Plans under Title I of that Act (29 U.S.C. 720 et seq) (other than Section 112 or Part C of that Title (29 U.S.C. 732, 741) and subject to WIOA Section 121(f)), with respect to efforts that will enhance the provisions of services to individuals with disabilities and other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.
 - d. Cooperative agreement: the term “cooperative agreement” means an agreement entered into by a State designated agency or State designated unit under subparagraph (A) of Section 101(a)(11) of the Rehabilitation Act of 1973.
 - e. Budget and Administration:
 - 1. The LWDB shall develop a budget for activities for the local Board in the local area, consistent with the Local Plan and duties of the LWDB under this Section, subject to the approval of the Chief Elected Official.
 - 2. Grant Recipient – CEO in a local area shall serve as the local grant recipient for, and shall be liable for any misuse of the grant funds allocated to the local area under WIOA Sections 128 and 133.
 - 3. The local grant recipient shall disburse the grant funds for workforce development activities at the direction of the LWDB, pursuant to the requirements of this Title. The local grant recipient or entity designated above shall disburse the funds immediately on receiving such direction from the LWDB.
 - a. The LWDB may solicit and accept grants and donations from sources other than Federal funds made available under this Act.
 - b. For purposes of carrying out duties under this Act, LWDBs may incorporate and may operate as entities described in Section 501(c)(3) of the Internal Revenue Code of 1986 that are exempt from taxation under Section 501(a) of such Code.
 - 4. In order to assist in administration of the grant funds, the CEO may designate an entity to serve as a local grant subrecipient for such funds or as a local fiscal agent. Such designation shall not relieve the CEO of the liability for misuse of grant funds as described above.
 - L. The LWDB shall annually assess the physical and programmatic accessibility, in accordance with WIOA Section 188, if applicable, and applicable provisions of the American with Disabilities Act of 1990 (42 U.S.C. 12101 et seq), of all Business and Career Solutions Centers in the local area.

III. Joint Responsibilities

The following shall constitute the joint responsibilities of the Chief Elected Official and the Local Workforce Development Board as described in Sections I and II.

- A. Development and submission of a four-year local plan beginning in July 1, 2016.
- B. Designation or certification of the One-Stop Operator.
- C. Development and enter into a Memorandum of Understanding concerning the operation of the one-stop delivery system in the area.
- D. Development of a budget.
- E. Conduct oversight.



Joel Robideaux
Mayor - President
Lafayette Consolidated Government

3/17/16
Date



Angela Tauzin
Chairperson
Lafayette Workforce Development Board

3/9/2016
Date

ATTACHMENT 2

Conflict of Interest Statements for LWDB #40 & LWDB #41

**Conflict of Interest Statement for
LWDB #40**

CONFLICT OF INTEREST STATEMENT

LWDB Name: Local Workforce Development Board #40

Conflict of Interest (WIOA (sec. 107 (h)))-A member of a local board or a member of a standing committee may not:

1. Vote on a matter under consideration by the local board
 - a. Regarding the provision of services by such member (or by and entity that such member represents); or
 - b. That would provide direct financial benefit to such member or the immediate family of such member; or
2. Engage in any other activity determined by the governor to constitute a conflict of interest as specified in the State plan

I have been presented with copies of the following documents provided by the State Ethics Board:

- Ethics Board Docket No. 2009-356
- Personal Financial Disclosure "Tier 2.1" (LSA-R.S. 42:1124.2.1)

I will at all times conduct myself as a member of the LWDB in such a manner as to avoid conflict of interest or the appearance of conflict.

I will notify the Chair or Director of the LWDB of any situation that I believe has the potential of being in conflict or giving the appearance of being in conflict. I will excuse myself from any LWDB processes to avoid situations of conflict or abide by any decision related to my participation that is in compliance with the bylaws of the LWDB.

I have been made aware of the following Louisiana Ethics Law:

<http://www.ethics.state.la.us/>

ACKNOWLEDGEMENT:

I the undersigned, acknowledge the Conflict of Interest responsibility that is summarized above as a member of the Local Workforce Development Area #40 Local Workforce Development Board. By my signature below, I am declaring that I will conduct myself within the intent, spirit and letter of the Conflict of Interest Laws, guidelines and by-laws under the pains and penalties of perjury.

SIGNATURE

PRINT NAME

TITLE

DATE

**Conflict of Interest Statement for
LWDB #41**

CONFLICT OF INTEREST STATEMENT

LWDB Name: Lafayette Workforce Development Board

Conflict of Interest (WIOA (sec. 107 (h)))-A member of a local board or a member of a standing committee may not:

1. Vote on a matter under consideration by the local board
 - a. Regarding the provision of services by such member (or by and entity that such member represents); or
 - b. That would provide direct financial benefit to such member or the immediate family of such member; or
2. Engage in any other activity determined by the governor to constitute a conflict of interest as specified in the State plan

I have been presented with copies of the following documents provided by the State Ethics Board:

- Ethics Board Docket No. 2009-356
- Personal Financial Disclosure "Tier 2.1" (LSA-R.S. 42:1124.2.1)

I will at all times conduct myself as a member of the LWDB in such a manner as to avoid conflict of interest or the appearance of conflict.

I will notify the Chair or Director of the LWDB of any situation that I believe has the potential of being in conflict or giving the appearance of being in conflict. I will excuse myself from any LWDB processes to avoid situations of conflict or abide by any decision related to my participation that is in compliance with the bylaws of the LWDB.

I have been made aware of the following Louisiana Ethics Law:

<http://www.ethics.state.la.us/>

ACKNOWLEDGEMENT:

I the undersigned, acknowledge the Conflict of Interest responsibility that is summarized above as a member of the Lafayette Workforce Development Board. By my signature below, I am declaring that I will conduct myself within the intent, spirit and letter of the Conflict of Interest Laws, guidelines and by-laws under the pains and penalties of perjury.

SIGNATURE

PRINT NAME

TITLE

DATE

ATTACHMENT 3

Equal Opportunity Statement for LWDB #40 & LWDB #41

**Equal Opportunity Statement for
LWDB #40**

EQUAL OPPORTUNITY POLICY OF LWIA #40

No individual in the United States shall be discriminated against the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and, for beneficiaries' only, citizenship or participation in WIA. The nondiscrimination and equal opportunity provisions of WIA prohibit discrimination against applicants, beneficiaries and employees on the same basis.

It is the policy of Local Workforce Investment Area #40 (LWIA #40) that staff shall actively advocate for participants in the area of Civil Rights. In addition, we shall ensure that all contractors, vendors and suppliers of services to the agency shall be equal opportunity employers. It is the policy of this agency that no applicant, client, and/or employee of the Local Workforce Investment Area #40 (LWIA #40) shall on the basis of Race, Color, National Origin, Religion, Sex, Disability, Age, or Political Affiliation or Belief, be excluded from participation in or be denied the benefits of, or otherwise be subjected to discrimination under any program or activity, which Local Workforce Investment Area #40 (LWIA #40) operates or is applying for funding.

No person on the grounds of Race, Color, National Origin, Religion, Sex, Disability, Age, or Political Affiliation or Belief shall be subjected to discrimination, or be denied employment in connection with any program or activity receiving federal financial assistance.

No person with responsibilities in the operation or administration of a program receiving federal assistance will discriminate with respect to any such program or activity receiving federal financial assistance.


It is expected that all managers and supervisors become familiar with and have direct input into the Local Workforce Investment Area #40 (LWIA #40) Methods of Administration. Each manager and supervisor will be held accountable for ensuring equality of opportunity within each component or program while fostering employment and program participation practices which are compatible with the Local Workforce Investment Area #40 (LWIA #40) Methods of Administration and Civil Rights Regulations.

Responsible officials and other staff that fail to adhere to this policy will be subject to immediate disciplinary action.

Signatures


Brenda Hubbard, WIB Director

8/29/14
Date


Michael W. Morris, Program Director

8/29/14
Date


Verna Dunbar, Interim EO Coordinator

08/29/14
Date

**Equal Opportunity Statement for
LWDB #41**

**WELCOME TO THE
LAFAYETTE BUSINESS AND CAREER SOLUTIONS CENTER
WORKFORCE DEVELOPMENT PROGRAM**

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity. The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

What to Do If You Believe You have Experienced Discrimination

If you think you have been subjected to discrimination under WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with:

**Claudette Nickerson,
Monitor/Equal Opportunity Coordinator
706 E. Vermillion Street
Lafayette, LA 70501
Phone: (337) 262-5553
Email: claudetten@lwia41.org
Fax: (337) 262-5604**

"An Equal Opportunity Employer/Program"

"Auxiliary Aids and Services Are Available Upon Request to Individuals with Disabilities"


WIB Director


Program Director


WIB Monitor/E.O. Coordinator

(Revised 12/3/14)

ATTACHMENT 4

Workforce Development Board Bylaws for LWDB #40 & LWDB #41

**Workforce Development Board Bylaws for
LWDB #40**

BY-LAWS

OF WORKFORCE DEVELOPMENT BOARD #40, Inc.

ARTICLE I:

Name: Local Workforce Development Board #40, Inc.

ARTICLE II:

Purpose: Local Workforce Development Board #40 (LWDB) is established in compliance with the Workforce Innovation and Opportunity Act to act as a full partner with the local Chief Elected Official to strengthen the workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs.

ARTICLE III:

Membership: The appointment of members of the WDB shall represent both Private and Public Sectors. Representatives of the Private Sector are private business men and women in the local area who shall constitute a majority of the WDB. Public Sector representatives shall represent, at a minimum, labor organizations; entities administering education and training activities; governmental and economic and community development entities; and other individuals or representatives of entities as the chief elected official in the local area may determine to be appropriate. Appointment to membership shall be in accordance with the following procedures.

A. Nomination Process

1. Private Sector Representative

- a. Eligible nominees shall be owners of businesses, chief executives or operating officers of businesses or other business executives or employers with optimum policy making or hiring authority.
- b. Represents businesses, including small businesses, or an organization representing businesses, that provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area.
- c. Appointed from among individuals nominated by local business organizations and business trade associations.

2. Public Sector Representative

- a. Not less than 20 percent of the members shall be representatives of the workforce within the local area who-
 - 1) Shall include representatives of labor organizations (for a local area in which employees are represented by labor organizations), who have been nominated by local labor federations, or (for local area in which no employees are represented by such organizations) other representatives of employees;

- 2) Shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of an apprenticeship program in the area, if such program exists;
 - 3) May include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; and
 - 4) May include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth.
- b. Representatives of entities administering education and training activities in the local area who-
- 1) Shall include a representative of eligible providers administering adult education and literacy activities under title II of the WIOA;
 - 2) Shall include a representative of institutions of higher education providing workforce investment activities with priorities for community colleges (Louisiana Community and Technical College);
 - 3) May include representatives of local educational agencies, and/or community-based organizations with experience in addressing the education or training needs of individuals with barriers to employment.
- c. Representatives of government and economic and community development entities serving the local area who-
- 1) Shall include a representative of economic and community development entities;
 - 2) Shall include an appropriate representative from the State employment services office under the Wagner Peyser Act (29 U.S.C 49 et seq);
 - 3) Shall include an appropriate representative of the programs carried out under the title I of the Rehabilitation Act of 1973 (29 U.S.C. 732, 741);

- 4) May include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance; and
 - 5) May include representative of philanthropic organizations.
- d. May include such other individuals or representatives of entities as the chief elected official may determine to be appropriate.
- B. Appointment of members shall be made by the Chief Elected Official from the nominations received.
 - C. Replacement members shall be appointed in accordance with these procedures.
 - D. The Local Workforce Development Board (LWDB) shall be certified by the Governor or the Governor's designee. The Governor, in partnership with the State board, shall establish criteria for use by chief elected officials in the local areas for appointment of members of the local boards in such local areas in accordance with requirements of WIOA. Certification of the Board is required once every (2) years to ensure that workforce development system activities are carried out in the local area to enable the local workforce development system to meet established performance accountability measures and achieve sustained fiscal integrity as defined in the WIOA.

ARTICLE IV:

Length of Appointment: Initial members shall be appointed for staggered terms in the following manner and shall continue to serve until they are replaced:

- A. Private sector members will serve a 3 year term.
- B. Public sector members will serve a 2 year term.

ARTICLE V:

Removal of Members: Members may be liable for removal for good cause by a majority vote of the Workforce Development Board. Good cause may be defined as, but is not limited to, the following:

- A. Failure to attend three (3) regularly scheduled meetings without valid reason in a continuous twelve (12) month period.

Failure to provide a written or verbal explanation of the reason for the absence within thirty (30) days of the absence to the chairperson or his designee shall create a reputable presumption that said absence was "without valid reason".
- B. If the member no longer represents the sector for which the member was appointed.
- C. Failure to sign or comply with Conflict of Interest Statement, Personal Financial Disclosure Statement, and Code of Governmental Ethics Training in compliance with Louisiana Ethics Laws.

ARTICLE VI:

Officers: Officers shall be elected by a majority vote of the seated members present at the first WDB meeting of the program year (PY) in odd number years, or at any meeting called to fill a vacant position. The elected officers of Chairperson and Vice Chairperson shall be elected from the representatives of the private sector. The Secretary may be elected from the representative of private or public sector. The officers of the WDB will be as follows:

- A. Chairperson
- B. Vice-Chairperson
- C. Secretary

ARTICLE VII:

Standing Committees: The local board may designate and direct the activities of standing committees to provide information and to assist the local board in carrying out activities. Such standing committees shall be chaired by a member of the local board, may include other members of the local board, and shall include other individuals appointed by the local board who are not members of the local board and whom the local board determines to have appropriate experience and expertise. Such standing committees for the local area will include:

- A. Oversight Committee – This committee will be responsible for the oversight of the organization, staff personnel, one-stop delivery system, and review of by-laws.
- B. Youth Committee – Established to provide information and to assist with planning, operations, and other issues relating to providing services to youth, which shall include community-based organizations with demonstrated records of success in serving youth.
- C. Region IV Business Services Coordination Committee – This committee will be comprised of local workforce development areas #40 and #41, and will ensure maximum communication and coordination among providers and the best possible service to companies and individuals in need of workforce services; provide businesses throughout the region with the best trained workforce; and reach the highest possible employment rate.

This committee will:

- Promote business representation (including representatives with optimal policymaking or hiring authority from employers who reflect existing and emerging employment opportunities in the region) on the local board;
- Develop effective linkages (including the use of intermediaries) with the employers in the region to support employer utilization of the local workforce development system and to support local workforce development activities;
- Ensure that workforce development activities meet the needs of employers and support economic growth in the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers;
- Develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as the establishment of industry and sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and

career advancement opportunities for workforce development system participants in demand industry sectors or occupations.

- D. Occupational Forecasting Committee – Every two years the Louisiana Workforce Commission partners with LSU to update the industry employment projections and labor demand occupation listings, which are used by higher educational institutions when determining which education programs should be developed or cut. This information is also used by Workforce Development Boards (WDBs) and Louisiana Workforce Commission (LWC) in determining which occupations can be trained using workforce training funds, such as, WIOA scholarships, On-the-Job Training (OJT), Incumbent Worker Training Program (IWTP), and Small Business Employee Training (SBET). Local Workforce Development Board #40 analyzes local job openings posted in the HIRE system while comparing the state's demand occupations to determine if there is a demand gap between what the state has reported and actual employer demand. If additional occupations are found to be in local demand using the state guidelines for defining local demand, the committee makes recommendations to the WDB for approval of these additional occupations as local demand occupations.
- E. Special Committees may be appointed from time to time at the discretion of the chairperson.

ARTICLE VIII:

Staff:

- A. The local board may employ staff. The required staff and the budget for that staff will be provided by the Workforce Innovation and Opportunity Act (WIOA) funds awarded to the Title I grant recipient. In concurrence with the local board, the WIOA Title I recipient shall establish and apply a set of objective qualifications for each position to ensure that each member of the staff has the requisite knowledge, skills, and abilities.
- B. The CEO and St. Landry Parish Government shall hereby give authority to the Workforce Development Board to grant any pay increases to staff as budget permits. The WDB shall insure funds are available and will be available in the future for pay increases and will not have an impact on training.

ARTICLE IX:

Responsibilities:

- A. The Workforce Development Board (WDB), in partnership or agreement with the local Chief Elected Official, shall perform the functions as set forth in Section 107 of the WIOA which shall include, but not limited to the following:
 - 1. Develop the Local and/or Regional WIOA plans, or any modifications thereto, for the local Workforce Innovation and Opportunity Act, and submit the plan to the Governor or to the Governor's designee for approval.
 - 2. Conduct workforce research and regional labor market analysis in order to assist in the development and implementation of the local/regional plan.
 - 3. Convene local workforce development system stakeholders to assist in the development of the local plan under section 108 and in identifying non-Federal expertise and resources to leverage support for workforce development activities.

4. Lead efforts to engage with a diverse range of employers.
 5. Lead efforts in the local area to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
 6. Lead efforts to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers and jobseekers (including individuals with barriers to employment) in the local workforce development system and identify and disseminate information on proven and promising practices carried out in other local areas for meeting such needs.
 7. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and jobseekers consistent with WIOA.
 8. Provide program oversight in accordance with the WIOA.
 9. Negotiate local performance accountability measures as described in section 116(c) of the WIOA.
 10. Coordinate activities with education and training providers in the local area in accordance with the WIOA.
 11. Designate or certify the One-Stop Operator, Youth Provider(s), and other providers of services in accordance with the WIOA.
 12. Develop a budget for the activities of the local board in the local area, consistent with the local plan and the duties of the local board under the WIOA.
 13. Assess annually the physical and programmatic accessibility for individuals with disabilities of the one-stop center in the local area.
- B. The Workforce Development Board (WDB) Executive Director under the guidance of the WDB Chairperson and the chief elected official (CEO) shall:
1. Conduct day to day administration of WDB matters and the activities of its staff in accordance with the policies and authorizations of the WDB and CEO.
 2. Keep record of the minutes of all meetings of the WDB and have responsibility for the books, records, budget documents and correspondence associated with the WDB activities.
 3. Provide oversight and monitoring of the entire Workforce Development System and the One-Stop Center agencies.
 4. Work with business and community leaders and educators, and local, state and federal government representatives to develop a comprehensive workforce

development system that is responsive to the needs of the local and regional economies.

5. Develop for adoption by the WDB, the workforce area's strategic and operational plan in accordance with federal, state and local regulations and of the local workforce area goals, objectives, and performance standards consistent with those established by the Governor or the Governor's designee.
 6. Prepare and submit all documentation required by federal and state authorities for the filing of WIOA grant applications and report ongoing activities to the WDB.
 7. Establish the local career development centers.
 8. Manage the procurement process for selecting the operator of the Business and Career Solutions Center as well as workforce education, developmental and training and service contractors.
 9. Provide the procurement process to procure specific job training programs to meet industry needs by targeting services to meet those needs, including identification of industries and employers likely to employ workers successfully completing job training and/or educational programs.
 10. Monitor and evaluate the effectiveness of the local Business and Career Solutions Centers and contractors providing workforce education, developmental, and training and services, and direct corrective action when necessary.
 11. Develop procedures for the procurement of attorneys and consultant services.
 12. Establish and manage fiscal, monitoring and reporting processes which insure that the receipt and disbursement of WIOA funds are in compliance with federal, state and local regulations.
- C. The One Stop Delivery System, a consortium of partners, subject to the oversight of the WDB and its staff shall:
1. Provide seamless services to job seekers, employers, training providers, and others.
 2. The WDB shall insure that the responsibilities and relationships between the One-Stop Core Program Partners and Workforce Development Board #40 are enumerated through Memorandum(s) of Understanding.

ARTICLE X:

Meetings: Meetings of Workforce Development Board #40

- A. WDB #40 shall meet on an as needed basis which will usually be once per quarter or at the call of the chairperson. Meetings shall be publicly announced in advance and shall be open to the public.
- B. A Quorum of the WDB and committees shall be a majority of the total membership.

C. The Agenda shall be prepared by the chairperson or his designee to reflect the principle business of the WDB. Any member may request that an item be added to the Agenda, in writing, ten (10) days prior to the scheduled meeting date.

D. Voting

1. Each member shall have one vote. The chairperson will vote only to break a tie.
2. A WDB member shall not cast a vote on, nor participate in any decision making capacity, on the provision of services by such member (or any organization which that member directly represents), nor on any matter which would provide any direct financial benefit to that member.
3. Neither membership on the WDB nor the receipt of WIOA funds to provide training related services shall be construed, by itself, to violate provisions of the act.

ARTICLE XI:

Amendments: These bylaws may be amended by a two-thirds (2/3) vote of the members present, provided that copies of such amendments shall be submitted in writing to each member at least three days prior to the meetings at which time they are to be proposed and acted upon.

ARTICLE XII:

Conflict of Interest: Participation in certain transactions involving the governmental entity

- A. No public servant, except as provided in R.S. 42:1120, shall participate in a transaction in which he has a personal substantial economic interest of which he may be reasonably expected to know involving the governmental entity.
- B. No public servant, except as provided in R.S. 42:1120, shall participate in a transaction involving the governmental entity in which, to his actual knowledge, any of the following persons has a substantial economic interest:
 1. Any member of his immediate family.
 2. Any entity in which he has a substantial economic interest of which he may reasonably be expected to know.
 3. Any entity of which he is an officer, director, trustee, partner, or employee.
 4. Any entity with whom he is negotiating or has an arrangement concerning prospective employment.
 5. Any entity who is a party to an existing contract with such public servant, or with any legal entity in which the public servant exercises control or owns an interest in excess of twenty-five percent, and who by reason thereof is in a position to affect directly the economic interest of such public servant.

- C. Every public employee, excluding an appointed member of any board or commission, shall disqualify himself from participating in a transaction involving the governmental entity when a violation of this Part would result. The procedures for such disqualification shall be established by regulations issued pursuant to R.S. 42:1134(A)(1).
- D. No appointed member of any board or commission, except as otherwise provided in R.S. 42:1120.1 or 1120.4, shall participate or be interested in any transaction involving the agency when a violation of this Part would result.
Acts 1979, No.443, §1, eff. April 1, 1980; acts 1983, No.697, §1; Acts 1985, No.426, §2; Acts 1987, No. 370, §1; Acts 2006, No. 798, §1, eff. June 30, 2006; Acts 2008, no. 685, §1.


The members of the WDB and their agents will neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to sub agreements. Neither the WDB, nor any member thereof, shall select, reject, or promote an applicant based on that applicant's political affiliation or beliefs. Members are required to disclose any conflict which may exist.

ARTICLE XIII:

Nepotism: State law prohibits any member of the immediate family of any agency head to be employed by the agency. No member of the immediate family of any WDB member shall be entitled to receive a training contract from the WDB, nor shall such family members be eligible for employment by the WDB. "Immediate family" as the term relates to a public servant means his children, the spouses of his children, brothers, sisters, spouse, and the parents of his spouse. Nothing in this section shall prohibit the WDB from approving a training contract with a public body, e.g. school board or state technical college, merely because a member or someone in his immediate family is employed by the public body. However, if the member is so employed he should refrain from voting on any proposal by that body.

ARTICLE XIV:


These articles adopted on this 30th day of October 2015.



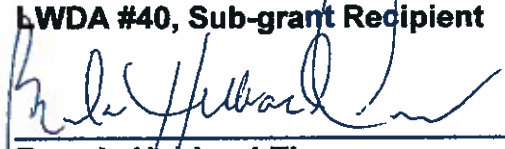
Ryan Ardoin
LWDA #40, Chief Elected Official



Robert "Bob" Manuel
LWDB #40, Chairperson



William "Bill" Fontenot,
LWDA #40, Sub-grant Recipient



Brenda Hubbard-Thomas
LWDB #40, Executive Director

**Workforce Development Board Bylaws for
LWDB #41**

BYLAWS

OF THE

LAFAYETTE

WORKFORCE DEVELOPMENT BOARD

Revised 10/27/2015

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**BYLAWS OF THE LAFAYETTE
WORKFORCE DEVELOPMENT BOARD**

Article I

Establishment

Section 1. Purpose of the Lafayette Workforce Development Board - The Lafayette Workforce Development Board (WDB) is established in compliance with the Workforce Innovation and Opportunity Act (P.L. 113-128) to act as a full partner with the local Chief Elected Official to strengthen the workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs.

Section 2. Appointment of Members - Members of the WDB shall represent both Private and Public Sectors. Representatives of the Private Sector are businesses in the local area who shall constitute a majority of the WDB. Public Sector representatives shall represent, at a minimum, labor organizations; entities administering education and training activities; governmental and economic and community development entities; and other individuals or representatives of entities as the chief elected official in the local area may determine to be appropriate. Appointment to membership shall be in accordance with the following procedures.

A. Nomination Process

1. Private Sector Representatives

- a. Eligible nominees shall be owners of businesses, chief executives or operating officers of businesses or other business executives or employers with optimum policy making or hiring authority.
- b. Represents businesses, including small businesses, or organizations representing businesses, that provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area.
- c. Appointed from among individuals nominated by local business organizations and business trade associations.

2. Public Sector Representatives

- a. Not less than 20 percent of the members shall be

representatives of the workforce within the local area who –

- 1) Shall include representatives of labor organizations (for a local area in which employees are represented by labor organizations), who have been nominated by local labor federations, or (for a local area in which no employees are represented by such organizations) other representatives of employees;
- 2) Shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists;
- 3) May include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; and
- 4) May include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out of school youth.

b. Representatives of entities administering education and training activities in the local area who –

- 1) Shall include a representative of eligible providers administering adult education and literacy activities under title II of the WIOA;
- 2) Shall include a representative of institutions of higher education providing workforce investment activities (including community colleges);
- 3) May include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment.

- c. Representatives of governments and economic and community development entities serving the local area who –
 - 1) Shall include a representative of economic and community development entities;
 - 2) Shall include an appropriate representative from the State employment services office under the Wagner-Peyser Act (29 U.S.C 49 et seq.) serving the local area;
 - 3) Shall include an appropriate representative of the programs carried out under the title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) other than section 112 or part C of that title (29 U.S.C. 732, 741) serving the local area;
 - 4) May include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance; and
 - 5) May include representatives of philanthropic organizations serving the local area.
 - d. May include such other individuals or representatives of entities as the chief elected official in the local area may determine to be appropriate.
- B. Appointment of members shall be made by the Chief Elected Official from the nominations received.
- C. Replacement members shall be appointed in accordance with these procedures.
- D. The Local Workforce Development Board (LWDB) shall be certified by the Governor or the Governor's designee. The Governor, in partnership with the State board, shall establish criteria for use by chief elected officials in the local areas for appointment of members of the local boards in such local areas in accordance with the requirements of WIOA. Certification of the Board is required once every two (2) years to ensure that workforce development system activities are carried out in the local area to enable the local workforce development system to meet established performance accountability measures and achieve

sustained fiscal integrity as defined in the WIOA.

Section 3 Length of Appointment - Members shall be appointed for staggered terms and shall continue to serve until they are replaced. Private sector members will serve from two (2) to five (5) year terms. Terms are to be staggered so that not more than half of the members are appointed in any one year, with the exception of the inception of certification, to ensure continuity over time.

Section 4 Removal of Members - Members may be liable for removal for good cause by a majority vote of the Bylaw Committee members present. Good cause may be defined as, but is not limited to, the following:

A. Failure to attend three (3) regularly scheduled meetings without valid reason in a continuous twelve (12) month period.

Failure to provide a written or verbal explanation of the reason for the absence within thirty (30) days of the absence to the chairperson or his designee shall create a reputable presumption that said absence was “without valid reason”.

B. If the member no longer represents the sector, which they were appointed.

C. Failure to sign or comply with Conflict of Interest Statement, Personal Financial Disclosure Statement, and Code of Governmental Ethics Training in compliance with Louisiana Ethics Laws.

Section 5 Membership Vacancies – All membership vacancies or changes in membership must be filled within 60 calendar days. Once the CEO appoints the new member to the board, they are officially members of the LWDB. Following any membership changes, a revised membership matrix must be submitted to the Louisiana Workforce Commission.

Article II

Organization

Section 1. Officers - Officers shall be selected by a majority vote of the seated members present at the first WDB meeting of the program year (PY) in odd number years, or at any meeting called to fill a vacant position should a vacancy occur. The chairperson shall be selected from the representatives of the private sector, and the Vice Chairperson may be selected from any duly seated member of the WDB. The officers of the WDB shall be:

A. Chairperson – The chairperson shall preside at all meetings of the WDB and

shall have the power, duties and responsibilities as are assigned to him/her by these bylaws.

- B. Vice-Chairperson – the vice-chairperson shall act as chairperson in the absence or disability of the chairperson, and shall have such duties, powers and responsibilities as are assigned to him/her by these bylaws.

Section 2. Standing Committees - The local board may designate and direct the activities of standing committees to provide information and to assist the local board in carrying out activities. Such standing committees shall be chaired by a member of the local board, may include other members of the local board, and shall include other individuals appointed by the local board who are not members of the local board and who the local board determines to have appropriate experience and expertise. Such standing committees for the local area will include Second Opportunity Scholarship (SOS) Youth Committee, One-Stop Delivery System Committee, Bylaws Committee, Region IV Business Services Coordination Committee, Occupational Forecasting Committee and others as determined necessary. Responsibilities of the standing committees are:

- A. **Second Opportunity Scholarship (SOS) Youth Committee** – The Second Opportunity Scholarship Youth Committee is established to provide information and to assist with planning, operational, and other issues relating to the provisions of services to youth, which shall include community-based organizations with a demonstrated record of success in serving eligible youth.
The SOS Youth Committee will recommend policy and actions affecting youth to the Lafayette Workforce Development Board.

- B. **One-Stop Delivery System Committee** - This committee shall determine from valid Surveys, needs assessments and the Louisiana Occupational Information System (LOIS) the labor market needs, identify past performance of programs and set priorities for both local and regional plans. The committee shall review responses to RFPs and the technical evaluation of same, and shall make recommendations to the WDB relative to same. This committee shall recommend to the Lafayette Workforce Development Board for final approval the acceptance or receipt of new monies, modifications that transfer monies, and modifications to the Program Plan for the purpose of complying with mandates from the Louisiana Workforce Commission.

This committee shall provide information and assist with operational and other issues relating to the one-stop delivery system. This committee shall provide information and assist with operational and other issues relating to the provision of services to individuals with disabilities, including issues relating to compliance and with nondiscrimination provisions as listed in

WIOA, Section 188, and provisions regarding providing programmatic and physical access to the services, programs, and activities of the one-stop delivery system, as well as appropriate training for staff on providing supports for or accommodations to, and finding employment opportunities for, individuals with disabilities.

This committee will assist in assessing the operation and performance of the One-Stop Operator(s) and the various service providers. These efforts will focus on the extent to which programs, projects, and services are in legal, fiscal, administrative and programmatic compliance with the Workforce Innovation and Opportunity Act and regulations, as well as any other contractual requirements.

C. Bylaws Committee - This committee will establish and enforce the bylaws of the WDB. Amendments to the bylaws will be proposed to the Bylaws Committee for review and action.

D. Region IV Business Services Coordination Committee - This committee will be comprised of local workforce areas #40 and #41, and will ensure maximum communication and coordination among providers and the best possible service to companies and individuals in need of workforce services; provide businesses throughout the region with the best trained workforce; and reach the highest possible employment rate.

This committee will:

- Promote business representation (particularly representative with optimal policymaking or hiring authority from employers whose employment opportunities reflect existing and emerging employment opportunities in the region) on the local board;
- Develop effective linkages (including the use of intermediaries) with the employers in the region to support employer utilization of the local workforce development system and to support local workforce investment activities;
- Ensure that workforce investment activities meet the needs of employers and support economic growth in the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers;
- Develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as the establishment of industry and sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce

development system participants in in-demand industry sectors or occupations.

- E. Occupational Forecasting Committee** - Every 2 years the Louisiana Workforce Commission partners with LSU to update the industry employment projections and labor demand occupation listings, which are used by higher educational institutions when determining which education programs should be developed or cut. This information is also used by Workforce Development Boards (WDBs) and Louisiana Workforce Commission in determining which occupations can be trained using workforce training funds such as WIOA scholarships, On The Job Training (OJT), Incumbent Worker Training Program (IWTP), and Small Business Employee Training (SBET). The Lafayette Workforce Development Board's Occupational Forecasting Committee analyzes local job openings posted in the HiRE System while comparing the state's demand occupations to determine if there is a demand gap between what the state has reported and actual employer demand. If any additional occupations are found to be in local demand using the state guidelines for defining local demand, the committee makes recommendations to the WDB for approval of these additional occupations as local demand occupations.
- F. Special Committees** may be appointed from time to time at the discretion of the chairperson. Included under this category are committees such as the Healthcare Committee and other occupational shortages committees as the need arises. These special committees may include representatives from WDB members and SOS members, WIOA staff, and representatives from outside agencies and private industry who are working towards the goal of job creation or filling demand shortages.

Section 4. Staff - The local board may employ staff. The required staff and the budget for that staff will be provided by the Workforce Innovation and Opportunity Act funds awarded to the Title I grant recipient. In concurrence with the local board, the WIOA Title I grant recipient shall establish and apply a set of objective qualifications for the position of Executive Administrator that ensures that the individual selected has the requisite knowledge, skills, and abilities, to meet identified benchmarks and to assist in effectively carrying out the functions of the local board. In addition, the WDB staff may be comprised of persons who are shared with other One-Stop Partners and who are employed by Lafayette Consolidated Government (LCG) or one or more One-Stop Partners, which employer may be reimbursed by the WIB or the One-Stop Partners for the benefit of sharing said employee.

The WDB staff shall, at a minimum, be comprised of an Executive Administrator whose responsibilities shall be as set forth in Article III, Section 2 below, and a

Recording Secretary appointed in accordance with the following section.

Section 5. Recording Secretary - The recording secretary shall be appointed by the WDB Executive Administrator, with the concurrence of the Chairperson of the Workforce Development Board and shall be a person who is on the One-Stop Staff or WDB Staff. The recording secretary shall attend all meetings, regular, special and committee, take the minutes of meetings and perform other duties as designated by the Chairperson or the WDB Executive Administrator.

Article III

Responsibilities

Section 1. Responsibilities - The WDB, in partnership or agreement with the local Chief Elected Official, shall perform the functions as set forth in Section 107 of the WIOA which shall include, but not be limited, to the following:

- A. Develop the Local and/or Regional WIOA plans, or any modifications thereto, for the local Workforce Innovation and Opportunity Act Area, and submit the plan to the Governor or the Governor's designee for approval.
- B. Conduct workforce research and regional labor market analysis in order to assist in the development and implementation of the local/regional plan.
- C. Convene local workforce development system stakeholders to assist in the development of the local plan under section 108 and in identifying non-Federal expertise and resources to leverage support for workforce development activities.
- D. Lead efforts to engage with a diverse range of employers.
- E. Lead efforts in the local area to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
- F. Lead efforts to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, and workers and jobseekers (including individuals with barriers to employment) in the local workforce development system and identify and disseminate information on proven and promising practices carried out in other local areas for meeting such needs.
- G. Develop strategies for using technology to maximize the accessibility and

effectiveness of the local workforce development system for employers, and workers and jobseekers consistent with WIOA.

- H. Provide program oversight in accordance with the WIOA.
- I. Negotiate local performance accountability measures as described in section 116(c) of the WIOA.
- J. Coordinate activities with education and training providers in the local area in accordance with the WIOA.
- K. Designate or certify the One-Stop Operator, Youth Provider(s), and other providers of services in accordance with the WIOA.
- L. Develop a budget for the activities of the local board in the local area, consistent with the local plan and the duties of the local board under the WIOA.
- M. Assess annually the physical and programmatic accessibility for individuals with disabilities of the one-stop center in the local area.

Section 2. Responsibilities - The WDB Executive Administrator under the guidance of the WDB chairperson and the local elected official shall:

- A. Conduct day to day administration of WDB matters and the activities of its employees in accordance with the policies and authorizations of the WDB, the local elected official, and Lafayette Consolidated Government.
- B. Keep a record of the minutes of all meetings of the WDB and shall have responsibility for the books, records, budget documents and correspondence associated with the WDB activities.
- C. Provides oversight and monitoring of the entire Workforce Development System and the One-Stop Center agencies.
- D. Works with business and community leaders and educators, and local, state and federal government representatives to develop a comprehensive workforce development system that is responsive to the needs of the local and regional economies.
- E. Develops for Board's adoption the workforce area's strategic and operational plan in accordance with federal, state and local regulations and of the local workforce area goals, objectives, and performance standards consistent with those established by the Governor or the Governor's designee.

- F. Prepares and submits all documentation required by federal and state authorities for the filing of WIOA grant applications and to report ongoing activities.
- G. Establishes the local career development centers.
- H. Manages the procurement process for selecting the Business and Career Solutions Center's operator as well as workforce education, developmental and training and services contractors.
- I. Provide the procurement process to procure specific job training programs to meet industry needs by targeting services to meet those needs, including identification of industries and employers likely to employ workers successfully completing job training and/or educational programs.
- J. Monitors and evaluates the effectiveness of the local Business and Career Solutions Centers and contractors providing workforce education, developmental, and training and services and directs corrective action when necessary.
- K. Develop procedures for the procurement of attorneys and consultant services.
- L. Establishes and manages fiscal, monitoring and reporting process which insures that the receipt and disbursement of WIA funds are in compliance with federal, state and local regulations.

Section 3. Responsibilities - The One Stop Delivery System, a consortium of partners, under the oversight of the WDB and its staff shall:

- A. Provide seamless services to job seekers, employers, training providers, and others.
- B. The WDB shall assure that the responsibilities and relationships between the One-Stop Core Program Partners and the Lafayette WDB are enumerated through Memorandum(s) of Understanding.

Article IV

Meetings

Section 1. Meetings - The WDB shall meet on an as needed basis which will usually be once per quarter or at the call of the chairperson. Meetings shall be publicly announced in advance and shall be open to the public.

- Section 2. Quorum** - A Quorum of the WDB and committees shall be a majority of the total authorized membership.
- Section 3. Agenda** - The agenda shall be prepared by the chairperson or his designee to reflect the principal business of the WDB. Any member may request that an item be added to the Agenda, in writing, ten (10) days prior to the scheduled meeting date.
- Section 4.**
- a. **Voting** - Each member shall have one vote. The chairperson will vote only to break a tie.
 - b. A WDB member shall not cast a vote on, nor participate in any decision making capacity, on the provision of services by such member (or any organization which that member directly represents), nor on any matter which would provide any direct financial benefit to that member.
 - c. Neither membership on the WDB nor the receipt of WIOA funds to provide training and related services shall be construed, by itself, to violate provisions of the Act.

Article V

Amendments

Section 1. Amendments - These bylaws may be amended by a two-thirds (2/3) vote of the members present, provided that copies of such amendments shall be submitted in writing to each member prior to the meeting at which time they are to be proposed and acted upon.

Article VI

WDB Authorized Membership

Section 1. WDB Authorized Membership - The number, qualifications, and method of appointment of members of the WDB shall be as set forth in the Workforce Innovation and Opportunity Act (WIOA), and guidelines established by the Governor or his designee and, or the State Board, a majority of which shall be appointed from the private sector.

Article VII


CONFLICT OF INTEREST LAFAYETTE WORKFORCE DEVELOPMENT BOARD MEMBERS

Section 1. No WDB member may participate in discussions or vote on proposals in which the member has a financial or other interest as described in the statement. A signed Conflict of Interest Statement for each member will be kept on file.

ATTACHMENT 5

Monitoring Policy for LWDB #40 & LWDB #41

**Monitoring Policy for
LWDB #40**

Region IV Workforce Development Board – LWDA 40			
Policy Number 40-100	Policy Name Local Monitoring		
Executive Director Brenda Hubbard-Thomas	Signature 	Effective Date 01/27/2016	Revised Date N/A

Purpose

Local Workforce Development Boards need to have a comprehensive monitoring plan and must continuously monitor all grant-supported activities in accordance with the uniform administrative requirements of 29 CFR parts 95 and 97, for all entities receiving WIOA funds. The local monitoring will test programmatic and fiscal compliance with the appropriate requirements for grants and applicable agreements.

Responsibilities

Each recipient and subrecipient must continuously conduct oversight and monitoring of their WIOA activities and those of their subrecipients and contractors in order to:

- Determine that expenditures have been made against the cost categories and within the cost limitations specified in the Act and regulations;
- Determine whether or not there is compliance with other provisions of the Act and regulations and other applicable laws and regulations.

At a minimum, the compliance review should target the following areas:

- Compliance with WIOA, federal regulations (including 29 CFR or Super Circulars), state policies and procedures. This includes appropriate reviews of procurements, performance, and resolutions of audit findings including those of subrecipients in addition to other areas for review (20 CFR Section 667.410)
- Expenditures: On-site reviews of financial records and the source documents, i.e. invoices, receipts, vouchers, cancelled checks, timesheets, etc.
- Eligibility: On-site reviews of programmatic records, i.e. participant files including paper and computer case management files, eligibility, supportive services documentation, ensure verification of attendance and satisfactory progress, etc.
- Periodic monitoring to ensure compliance with the non-discrimination and equal opportunity requirements of WIOA Section 188 and 29 CFR part 37/38.

Monitoring activities can also include, but are not limited to:

- Reviewing reports submitted by subrecipients including MIS, financial and performance data.
- Mutually agreed upon written plans for corrective action (if appropriate).
- Formal written reports of results of the reviews. Any findings or questioned costs should be addressed in the finding and determine a resolution process.

Procedures

To comply with the Act and Regulations, the local workforce development boards must have outlined procedures for oversight and monitoring activities. A monitoring handbook for the Workforce Development Board #40 has been established that is used as a guide for the monitoring and evaluation of the operations of the local workforce development area, including its One-Stop Center and its service providers to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA) as amended, Federal and State rules and regulations, instructions, local and other contractual requirements.

Structure of the Monitoring Review

The monitoring process will include, but is not limited to:

- Desk Review
- Field Review
- Data and Analysis and Report Preparation
- Report Distribution
- Corrective Action
- Follow-Up

Attachments

Local Workforce Development Area #40 Monitoring Handbook

Related Resources

Workforce Innovation and Opportunity Act of 2014

29 CFR Parts 95 and 97

Super Circulars

Direct Inquires To

Carmen Ocampo
5367 I-49 South Service Rd.
Opelousas, LA 70570
Office Phone: 337-942-5678
Office Fax: 337-942-9654
Email: cocampo@wib40.org

Local Workforce Development Area #40

Monitoring Handbook

Preface

This handbook has been prepared for use by the Local Workforce Development Area (LWDA) #40 monitor and members of the Workforce Development Board (WDB). It is to be used as a guide for the monitoring and evaluation of the operations of the LWDA including the One-Stop Centers and their providers to ensure compliance with the Workforce Innovation Opportunity Act (WIOA) as amended. Federal and State rules and regulations, instructions, and issuances promulgated thereunder, the Workforce Training plans of the LWDA and local and other contractual requirements pertaining thereto.

The purpose of the monitoring function is to assess the operations and performance of the One-Stop Centers, service providers, and the grant recipients through a continuous systematic collection, review, and analysis of information. The information obtained during the monitoring reviews will assist in determining needed changes, provide for technical assistance and help to document reasons for sanctions if necessary.

Furthermore, the purpose of the monitoring function shall be:

- To identify problems and potential problems
- To make recommendations for corrective actions based on findings
- To make recommendations on modifying systems to ensure stronger program management
- To follow through to determine that identified problems have been corrected
- To provide data to be used as performance indicators

The monitoring function of this LWDA has been designated to an internal monitor. The monitor shall be responsible for reviewing program activities, services, fiscal records, and administrative practices which are not supported by funds under the Workforce Innovation Opportunity Act (WIOA).

Consistent with Section 184 of the Workforce Innovation Opportunity Act, the LWDA will establish such fiscal control and fund accounting procedures as necessary to assure proper disbursement of, and accounting of Federal funds allocated to it. The LWDA will comply with the applicable uniform cost principles and administrative requirements included in the appropriate circulars of the Office of Management and Budget (OMB). The LWDA will maintain standardized records for all individual participants.

Monitoring Authority

Authority- The oversight/monitoring activities for LWDAs is established by authority set forth under the Workforce Innovation Opportunity Act (WIOA), Federal and State Laws and regulations pursuant thereto, the State Title I WIOA Plan, the approved Local Plans and any issuance from the Louisiana Workforce Commission and any subsequent changes to any of the above. The LWDAs Grant Recipients assure that procedures are developed for regular oversight and monitoring of its WDA activities and those of its subrecipients and contractors (20CFR667.410). The LWDA Grant Recipients further assure that procedures are established and maintained for grievances and complaints according to the requirements of 20CFR667.600.

Oversight/Monitoring will include but not be limited to areas related to:

- Fiscal control and fund accounting procedures necessary to ensure proper disbursement of WIA funds
- Compliance with confidentiality requirements of 136(f)(3) of WIA
- Compliance with the nondiscrimination provisions of 188 of the WIA
- Eligibility of those clients required under the Act
- Quality of services

The LWDAs' Grant Recipients assures that it and its subrecipients shall comply with the following OMB Circulars and/or Code of Federal Regulations as applicable

- 29 CFR Part 97 – Uniform administrative requirements State and Local governments
- 29 CFR Part 95 – Uniform administrative requirements for institutions of higher education, hospitals, and other non-profit organizations
- OMB Circular A-133 – Single audit act
- OMB Circular A-87 – Cost principles for State, Local, and Indian Tribal governments
- OMB Circular A-122 – Cost principles for non-profit organizations
- OMB Circular A-21 – Cost principles for education institutions
- 45CFR Part 74, Appendix E – Principles for determining costs applicable to research and development under grants and contracts with hospitals
- Federal Acquisition Regulation (FAR) at 48CFR Part 31 – Allowable costs for commercial organizations and those non-profit organizations listed in Attachment C to OMB Circular A-122

- 29CFR Part 98 – Government wide debarment and suspension and government wide drug-free workplace requirements
- 29CFR Part 93 – Restrictions on lobbying
- 29CFR Part 31 and 32 – Non-discrimination and equal opportunity assurance and regulation

TYPES OF MONITORING

One way of categorizing monitoring is to view the monitoring effort according to the purposes it is to achieve. There are three (3) types of monitoring, each having a distinctive objective which seeks to assess the acceptability of program activities.

1. Compliance Monitoring

Compliance monitoring (sometimes called custodial monitoring) focuses on the extent to which programs, projects, and services are in legal, fiscal, administrative, and programmatic compliance with WDA legislation and regulations, as well as any other contractual requirements. These efforts usually require on-site inspections of facilities and records; however, a great deal of compliance monitoring can be accomplished through desk review. Because contract requirements are designed to ensure the lawful use of public funds, compliance monitoring is closely associated with the program integrity.

Financial monitoring is a special case of compliance monitoring since it focuses on compliance to requirements for financial systems, cost limitations, and expenditure rates.

The best format for overall compliance monitoring is the checklist format. The checklist format provides for a systematic assessment of compliance items and can be used to guarantee that certain questions and data will be reviewed.

2. Performance Monitoring

Performance monitoring focuses on the extent to which a program is achieving or progressing toward achieving performance standards established by the Secretary, Governor, and/or Administrative Entity. It is sometimes referred to as "plan versus actual" monitoring. The objective is to determine whether services are being performed at the required level. Generally, performance monitoring is confined to numbers that represent level of performance as opposed to quality of performance.

3. Operations Monitoring

Operations monitoring focuses on the extent to which organizational and operational systems, procedures, and practices are functioning effectively and efficiently. Operations monitoring is an

extension of compliance and performance monitoring. The emphasis, however, is on the quality of outcomes and performance levels relative to cost.

This type of monitoring represents a more in-depth examination of program activities and often calls for an analysis of very complex data. It is based on certain assumptions about what constitutes "good" or quality programs then monitors programs to see if those attributes are present.

THE PURPOSE OF MONITORING

The purpose of monitoring is to track and control project activities and the total program effort to assure that those activities are properly implemented, managed, and in compliance with regulations while at the same time assure that the best possible services are provided to those in need, and that the goals and objectives of the LWDAs and WDA in general are being met.

The essence of this philosophy is comprised in the monitoring of the following areas:

1. People:

- Are those persons most in need of employment and training services being reached and served by the program?
- Are quality services being provided to participants?
- Do program participants meet the eligibility requirements?

2. Programs:

- Are the activities and services offered consistent with the regulations?
- Are the programs being run according to acceptable practices?
- Are the programs meeting the priority needs and objectives identified in the plan?

3. Expenditures

- Are the dollars being spent appropriately and according to regulations?
- Can the monies spent be accounted for?

The on-going monitoring activities should accomplish the following:

- a) Assurance that reports (both operational and fiscal) are accurate;
- b) Forecast program and fiscal trends;
- c) Ensure contract compliance;
- d) Identify management and programmatic areas where assistance is needed to provide assistance, as necessary; and,
- e) Identify existing or emerging problems, determine when corrective action steps are needed, in a realistic time frame, to effectively address and overcome identified deficiencies.

To ensure consistency and thoroughness in monitoring of different contractors, the same procedures must be used to gather and record information. Checklists, questionnaires, worksheets, and other standardized forms should be used for both desk and field review.

MONITORING METHODS AND PROCEDURES

Monitoring methods are approaches to the collection of information that supports the monitoring objective. These methods are generally applicable to any or all of the monitoring. These are five (5) methods. There are: records review, interviews, observation, desk reviews of existing data, and on-site reviews. The monitoring methods can be used singularly or in combination to address any of the types of monitoring.

The monitoring process follows fairly standard steps – preparation, data collection, data analysis, conclusions and reports, corrective action, and follow-up. The data collection may incorporate some or all of the monitoring methods mentioned above. It is by this process that the standard procedures for monitoring service providers are established by the LWIAs.

MONITORING GUIDELINES FOR PARTICIPANT FOLDERS REVIEW

A minimum of ten percent (10%) of all participants in WIOA funded training activity will be randomly chosen and their folders will be reviewed to determine whether the minimum documents are present, adequate and complete, and whether the information recorded is accurate. A review will be made to determine that eligibility was properly determined.

The participant Monitoring Folder Checklist form on page 14 should be used to document each folder review. This form may be amended as needed.

Once the minimum ten percent (10%) of participant files have been chosen the Monitor will conduct a file and site review of the training provider (s) associated with each of the WIA participants that were chosen by randomly selecting no less than ten percent (10%) of the total amount of individuals enrolled in training with WIOA funds. Each of those sites will be monitored according to the "Standard Procedures for Monitoring Contracts and Service Providers" in the section below.

<p style="text-align: center;">STANDARD PROCEDURES FOR MONITORING CONTRACTS AND SERVICE PROVIDERS</p>
--

- Appropriateness of training for participants
- Quality of the training process
- Training outcomes
- Compliance with terms of the contract, LWDA, and other applicable laws and the administrative provisions.

I. Desk Review

The desk review consists of preparation for monitoring the particular activity or program. Prior to a field visit to a service provider, the monitor is to review, as applicable, the following:

- A. Proposal and pre-award information, contract, and modifications to ensure that all necessary information is present and comprehensive.
- B. Correspondence between LWDA and contractor, grievance reports, and any other documents or memos pertaining to or regarding the contractor.
- C. Previous monitoring reports and other documentation by either State Monitoring, LWDA Monitor, and/or other LWDA staff assigned to directly oversee the contract. (Check to see if deficiencies identified in previous reports have been corrected or make note to check later during the field review).
- D. Financial controls, reports, and requests for payment or reimbursement invoices from contractors. (These should be reviewed and compared to the fiscal records on site).
- E. Participants records (including timesheets, progress reports, etc.) and MIS records.
- F. Performance indicators and other pertinent information related to the anticipated successful fulfillment of the contract.

The monitor should be as knowledgeable as possible regarding the service provider before the visit. In addition to the above, the monitor should consult with LWIA staff to determine any unique problems or situations of which staff may be aware. Copies of monitoring instrument (2) such questionnaires, forms, and worksheets to be used on site should be compiled during the time period allotted for the desk review. The time necessary for this review is dependent upon the size and complexity of the program to be monitored.

II. Field Review

A field review or on-site review calls for visits to the contractor's service location, administrative office, or other necessary space. Because the on-site review can

disrupt the contractor's operations, on-site reviews should, as much as possible, be scheduled at times convenient to the contractor.

Prior to the review, the contractor is notified of the on-site review and to schedule the date and time of the visit. This may be arranged by telephone, email, or letter. As that time, the monitor may indicate the sources of information needed, including the person(s) who will need to be interviewed.

The appropriate monitoring instruments are to be used to facilitate the review. There is no particular order in which to approach the areas to be monitored; however, this should be determined in advance by the monitor at the desk review. Generally the on-site review will involve all or most of the following activities:

- A. Entrance interview/conference held with authorized representative(s) of the service provider.
The entrance conference is the occasion for the monitor to be formally introduced to the contractor representative(s), stating the purpose of the visit. The contractor is given an overview of the monitoring activities and process involved. Final logistical arrangements so that documents and interviewees can be accessible at appropriate times can be made at this time.
- B. Staff interview(s) (A contractor interview topic guide may be used)
- C. Participant interviews (A standardized questionnaire may be used)
- D. Records review, i.e. timesheets, rosters, accounting papers, books, test, and curriculum. (The contract staff has 72 hours from official notice either by email or memorandum to produce this information and if the information is not produced, the monitor should report the absence of material).
- E. Observation of facility and equipment/supplies
- F. Observation of instruction/training (particularly in an attempt to assess the quality of instruction/training)
- G. If applicable, an exit conference with authorized representative of the service provider may be held.

At the conclusion of the on-site review, an exit conference can be held. The monitor should express appreciation for the time and cooperation given for the review and apologize for any disruption or inconveniences imposed. The monitor may also provide feedback in the form of either a listing of significant findings or conclusions or the anticipated time the report will be completed.

The monitor instruments may be filled out during or after the field visit, but should be maintained on file as documentation for the final written report.

III. Data Analysis and Report Preparation

Once the data collected has been analyzed by bringing together the relevant information to address a monitoring objective and form objective conclusions, a report is prepared. Before actually beginning to write the report, information gathered during the review is compiled and organized so that the information is presented in an orderly manner.

The monitor report should:

- A. Review the monitoring objectives
- B. Give a brief description of the monitoring activities. This includes a listing of the data sources (names, records, etc)
- C. State conclusions for each monitoring objective, citing findings that were used in the analysis leading to the conclusion whether good or bad (In identifying deficiency findings, include descriptive information concerning problem areas. For problem areas involving non-compliance, make reference to the specific violation of program regulation). Highlight or praise accomplishments and exceptions.
- D. Summarize the review by conclusions about the overall status of the contract in terms of issues covered by the monitoring objectives.
- E. Make recommendation for corrective action and a schedule for implementation of those actions. The final decision, however, for how identified problems or potential problems will be resolved and who will be responsible for resolving the problem(s) rests with the appropriate Local Area Coordinator (LAC).
- F. Make projections, if possible, about outcomes, performance, expenditures, etc.
- G. Include documentation and worksheets used to collect information to substantiate findings.

The monitoring report is a means for providing guidance for corrective action, altering contract practices, publicizing successful practices, and providing technical assistance.

IV. Distribution

Once the report is completed by the monitor, it is forwarded to the appropriate WDB Executive Director for review. The Executive Director then forwards the reports to the LAC. The report is then sent to the appropriate team leader for corrective action and resolution of problems and discrepancies. A copy is also forwarded to the training provider for corrective action if corrective action is needed. A Monitoring Report Routing Slip on page 18 can be used to show who has reviewed the report as it is forwarded for corrective action or information.

Copies of the report may be made for each applicable party, if necessary. However, the original report with the completed routing slip is filed in the appropriate office's central file. Corrective action reports are filed with the original monitoring report in the central file.

If a report contains findings that warrant corrective action solely on the part of the LWDA and does not contain information pertinent to the training provider, it may not be necessary to forward that report to the training provider.

LWDA #40 Folder Checklist

ITA School or OJT Company: _____

Participant: _____

Folder Checklist

- | | | | |
|----|---|-----|----|
| 1. | Does printout identify enrollment in activities, intensive, and training? | Yes | No |
| 2. | Are case notes within folder or in HiRE? | Yes | No |
| | Are case notes current? | Yes | No |
| 3. | Is the Training Plan complete? | Yes | No |
| 4. | Is testing/assessment information included in folder? | Yes | No |
| 5. | Is EO certification form present, signed and dated? | Yes | No |
| 6. | Is (ITA agreement) signed and dated, showing amounts obligated? | Yes | No |
| | Amount: _____ | | |
| 7. | Are time sheets included as proof of attendance or reimbursement? | Yes | No |
| 8. | Are invoices included? | Yes | No |

OJT Contract Folder

- | | | | |
|----|---|-----|----|
| 1. | Is OJT contract signed and dated? | Yes | No |
| 2. | Is pre-award included in folder? | Yes | No |
| a. | Does pre-award include a current, unexpired worker's comp. certificate and a EA11? | Yes | No |
| b. | Does pre-award indicate fringe benefits? | Yes | No |
| c. | Does company have any other previous OJT contract? | Yes | No |
| d. | Did company have any labor disputes, lay-offs, or hiring freezes in past 12 months? | Yes | No |
| e. | Is there a current job description? | Yes | No |
| f. | Is there an indication of how time-worked records are kept? | Yes | No |
| g. | Is there a possibility of advancement? | Yes | No |
| h. | Is the position subject to overtime requirements? | Yes | No |

Invoice

- | | | | |
|----|--|-----|----|
| 1. | Is the WIOA being invoiced in a timely manner? | Yes | No |
| 2. | Are invoices being processed in a timely manner? | Yes | No |

Company

- | | | | |
|----|--|-----|----|
| 1. | When was the company established? _____ | | |
| 2. | What are the company's products or services? | | |
| | _____ | | |
| | _____ | | |
| 3. | Is the company minority owned? | Yes | No |
| 4. | Is the company female owned? | Yes | No |

Comments:

Region IV

MONITORING REPORT ROUTING SLIP

(Original report must be returned to monitor for filing in the central file along with corrective action report if done.)

Monitor:

Date:

Report Subject:

REVIEWED BY: (Please initial appropriate blank before forwarding)

Please initial below:

Please Print Name Below:

1. _____ WDB Executive Administrator: _____ Date Received: _____

Comments: _____

2. _____ Local Area Coordinator: _____ Date Forwarded: _____

Comments: _____

3. _____ Team Leader: _____ Date Forwarded: _____

Comments: _____

4. _____ Team Member: _____ Date Forwarded: _____

Comments: _____

5. _____ Contractor: _____ Date Delivered to Contractor: _____

CORRECTIVE ACTION REPORT (Please complete only if Corrective Action is required):

Initials:

Please Print Name Below:

6. _____ Team Member: _____ Date Corrective Action Report Rec.: _____

7. _____ Local Area Coordinator _____ Date C.A. report received: _____

Comments: _____

8. _____ Monitor Initials: _____ Date C. A. Report received: _____

Comments: _____



9. _____ WDB Executive Admin. / Date C.A. Report Reviewed /Forwarded to Monitor: _____

Comments: _____

10. WDB Oversight Committee: _____ Date Received: _____

11. Monitoring Report Presented at WDB Meeting (Date) _____

V. Corrective Action

A. Corrective action by a contractor should be initialed immediately upon notification of findings which should include the forwarding of a copy of the monitoring report. The contractor will have to be informed by letter that a report of that action is due within twenty (20) working days or four (4) weeks of the notification.

NOTE: It is important that monitoring reports are forwarded to contractors as soon as possible.

B. Corrective action by the LWDAs are to be initiated immediately. A report of any corrective action taken is due within twenty (20) working days. Notwithstanding this requirement, the LWDA monitor may provide for an extension of up to a maximum of sixty (60) days.

VI. Follow-up

A system to ensure that corrective action is taken within the appropriate time period must be established. If corrective actions have not been taken within the required time, a written memo is issued to the LAC as a reminder.

A filing system that allows efficient access to the information gathered from monitoring reviews and monitoring reports is to be maintained at all times.

MONITORING SCHEDULE AND OBJECTIVES

At the beginning of each fiscal year, the Monitor or WDB Administrative Staff will project the total number of individuals that will be enrolled into a WDB training activity. This will be done by analyzing the carryover from the last fiscal year and the current WIOA program year allocations. In addition, the projection will take into account historical data from previous program years related to the total number of participants enrolled in training activities. Other circumstances that might affect the number of participants enrolling in training should be taken into account when estimating the number of participants who will enter training.

Once the total number of participants entering training activities has been determined for the program year the Monitor or WDB Administrative Staff will be able to estimate how many participants will need to be monitored in order to meet the required minimum of ten percent (10%) of all training participants.

A quarterly schedule will be developed dividing the total number of participants to be monitored equally throughout the year. Every quarter the correct amount of participants will be randomly selected from all training programs including On the Job Training, Classroom Training, Scholarships, Youth training, and any other related WIOA training activity. Once the participant folders are chosen, the corresponding training providers file and site will also be monitored.

INCIDENT REPORT PROCEDURES

In accordance with state instructions, an incident report is filed to report known or suspected incidents of fraud, misfeasance, nonfeasance, or malfeasance, misapplication of funds, gross mismanagement, and employee/participant misconduct under the Workforce Innovation Opportunity Act.

In addition, posters are posted in conspicuous areas to make the public aware that criminal activities will be reported.

The LAC shall be responsible for incident reporting and any necessary actions on follow

**Monitoring Policy for
LWDB #41**

Lafayette Workforce Development Board Policy

EFFECTIVE DATE: JANUARY 13, 2016
POLICY SUBJECT: MONITORING POLICY AND HANDBOOK
DEVELOPED BY: CORTNEY BOUTTE-BREAUX, WDB INTERIM EXEC. ADMINISTRATOR

 1-13-2016

PURPOSE

Local Workforce Development Boards need to have a comprehensive monitoring plan and must continuously monitor all grant-supported activities in accordance with the uniform administrative requirements of 29 CFR parts 95 and 97, for all entities receiving WIOA funds. The local monitoring will test programmatic and fiscal compliance with the appropriate requirements for grants and applicable agreements.

RESPONSIBILITIES

Each recipient and subrecipient must continuously conduct oversight and monitoring of their WIA activities and those of their subrecipients and contractors in order to:

- Determine that expenditures have been made against the cost categories and within the cost limitations specified in the Act and regulations;
- Determine whether or not there is compliance with other provisions of the Act and regulations and other applicable laws and regulations

At a minimum, the compliance review should target the following areas:

- Compliance with WIOA, federal regulations (including 29 CFR or Super Circulars), state policies and procedures. This includes appropriate reviews of procurements, performance, and resolutions of audit findings including those of subrecipients in addition to other areas for review (20 CFR Section 667.410)
- Expenditures: On-site reviews of financial records and the source documents, i.e. invoices, receipts, vouchers, cancelled checks, timesheets, etc.
- Eligibility: On-site reviews of programmatic records, i.e., participant files including paper and computer case management files, eligibility, supportive services documentation, ensure verification of attendance and satisfactory progress, etc.

- Periodic monitoring to ensure compliance with the non-discrimination and equal opportunity requirements of WIOA Section 188 and 29 CFR part 37/38.

Monitoring activities can also include, but are not limited to:

- Reviewing reports submitted by subrecipients including MIS, financial and performance data.
- Mutually agreed upon written plans for corrective action (if appropriate).
- Formal written reports of results of the reviews. Any findings or questioned costs should be addressed in the finding and determine a resolution process.

PROCEDURES

To comply with the Act and Regulations, the local workforce development boards must have outlined procedures for oversight and monitoring activities. A monitoring handbook for the Lafayette Workforce Development Board has been established that is used as a guide for the monitoring and evaluation of the operations of the local workforce development area, including its One-Stop Center and its service providers to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA) as amended, Federal and State rules and regulations, instructions, local and other contractual requirements.

STRUCTURE OF THE MONITORING REVIEW

The monitoring process will include, but is not limited to:

- Desk Review
- Field Review
- Data Analysis and Report Preparation
- Report Distribution
- Corrective Action
- Follow-Up
-

ATTACHMENTS

Local Workforce Development Area #41 Monitoring Handbook

RELATED RESOURCES

Workforce Innovation and Opportunity Act of 2014
29 CFR Part 95 and 97
Super Circulars

DIRECT INQUIRIES TO

Claudette Nickerson, Monitor / EEO Officer

Lafayette Workforce Development Board

706 E. Vermilion Street

Lafayette, LA 70501

Office Phone: 337-262-1136

Office Fax: 337-262-5604

Email: claudetten@lwia41.org

Lafayette Consolidated Government

Local Workforce Development Area #41

Monitoring Handbook

PREFACE

This handbook has been prepared for use by the Local Workforce Development Area (LWDA) #41 grant recipient, Lafayette Consolidated Government and members of their Workforce Development Boards (WDB). It is to be used as a guide for the monitoring and evaluation of the operations of the LWDA, including its One-Stop Center and its service providers to ensure compliance with the Workforce Investment Act (WIA) and the Workforce Innovation and Opportunity Act (WIOA) as amended, Federal and State rules and regulations, instructions, and issuances promulgated thereunder, the Workforce Training Plan of the LWDA, local and other contractual requirements pertaining thereto.

The purpose of the monitoring function is to assess the operation and performance of the One-Stop Center, service providers, and the grant recipients through a continuous systematic collection, review, and analysis of information. The information obtained during the monitoring reviews will assist in determining needed changes, provide for technical assistance and help to document reasons for sanctions if necessary.

Furthermore, the purpose of the monitoring function shall be:

- To identify problems and potential problems
- To make recommendations for corrective actions based on findings
- To make recommendations on modifying systems to ensure stronger program management
- To follow through to determine that identified problems have been corrected
- To provide data to be used as performance indicators

The monitoring function of this LWDA has been designated to an internal monitor. The monitor shall be responsible for reviewing program activities, services, fiscal records, and administrative practices which are supported by funds under the Workforce Investment Act (WIA) and the Workforce Innovation and Opportunity Act (WIOA). In the event that funding does not allow for a full-time Monitor, the duties of the position will be equally distributed among the existing Workforce Development Board staff, and/or the WDB Executive Administrative Designee.

Consistent with **Section 184** of the Workforce Investment Act and the Workforce Innovation and Opportunity Act, the LWDA will establish such fiscal control and fund accounting procedures as necessary to assure proper disbursement of, and accounting of Federal funds allocated to it. The LWDA will comply with the applicable uniform cost principles and administrative requirements included in the appropriate circulars of the Office of Management and Budget (OMB). The LWDA will maintain standardized records for all individual participants.

Monitoring Authority

Authority – The oversight/monitoring activities for LWDA is established by authority set forth under the Workforce Investment Act (WIA) and Workforce Innovation and Opportunity Act, Federal and State Laws and regulations pursuant thereto, the State Title I WIA and WIOA Plan, the approved Local Plan and any issuances from the Louisiana Workforce Commission (LWC) and any subsequent changes to any of the above. The LWDA Grant Recipient assures that procedures are developed for regular oversight and monitoring of its WIA and WIOA activities and those of its subrecipients and contractors (20CFR667.410). The LWDA Grant Recipient further assures that procedures are established and maintained for grievances and complaints according to the requirements set forth by 20CFR667.600.

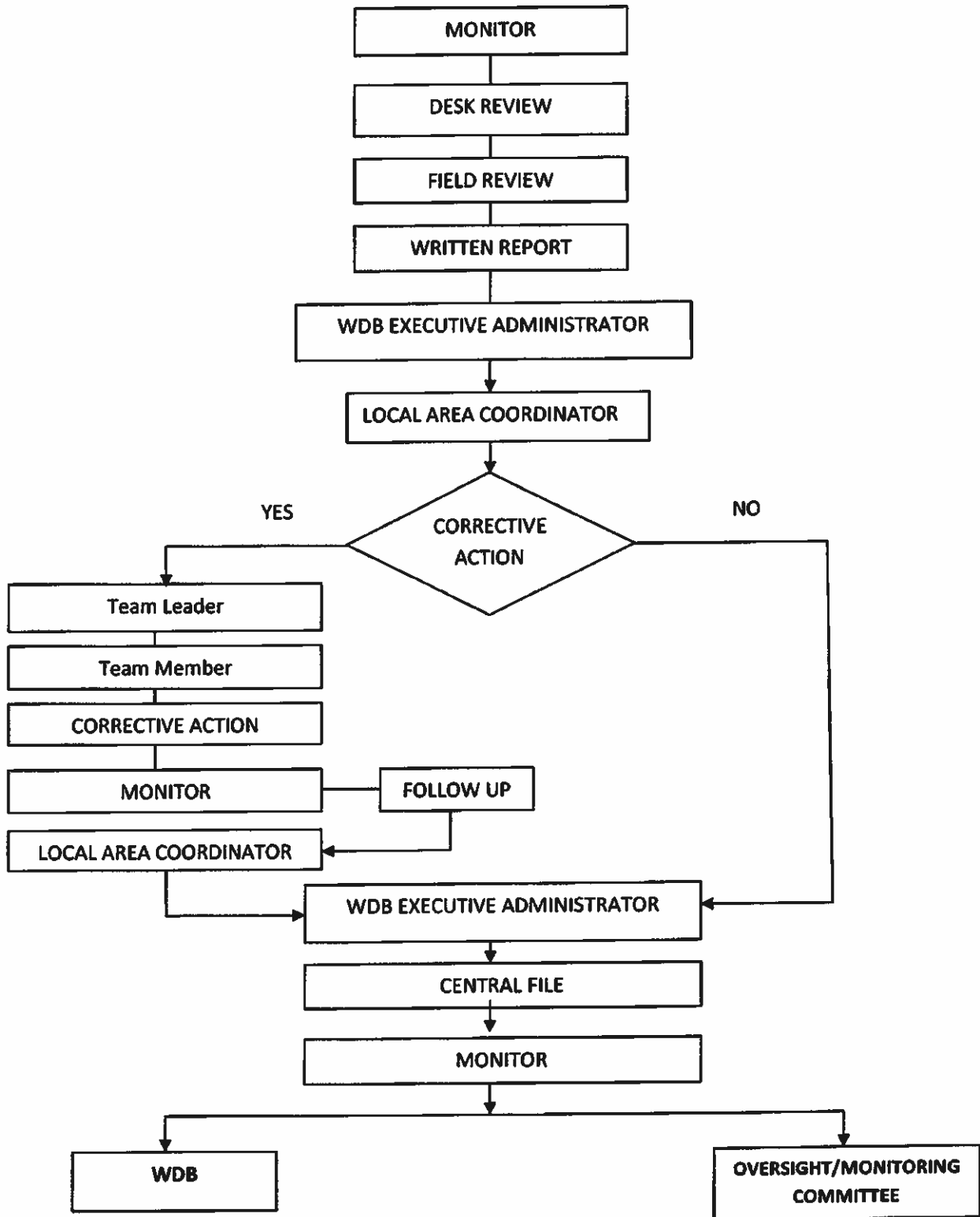
Oversight/Monitoring will include but is not limited, to areas related to:

- Fiscal control and fund accounting procedures necessary to ensure proper disbursement of WIA and WIOA funds
- Compliance with confidentiality requirements of 136(f)(3) of WIA and WIOA
- Compliance with the nondiscrimination provisions of 188 of the WIA and WIOA
- Eligibility of those clients required under the Act
- Quality of services

The LWDA Grant Recipient assures that it and its subrecipients shall comply with the following OMB Circulars and/or Code of Federal Regulations as applicable:

- 29 CFR Part 97 – Uniform administrative requirements for State and Local governments
- 29 CFR Part 95 – Uniform administrative requirements for institutions of higher education, hospitals, and other non-profit organizations
- OMB Circular A-133 – Single audit act
- OMB Circular A-87 – Cost principles for State, Local, and Indian Tribal governments
- OMB Circular A-122 – Cost principles for non-profit organizations
- OMB Circular A-21 – Cost principles for education institutions
- 45CFR Part 74, Appendix E – Principles for determining costs applicable to research and development under grants and contracts with hospitals
- Federal Acquisition Regulation (FAR) at 48CFR Part 31 – Allowable costs for commercial organizations and those non-profit organizations listed in Attachment C to OMB Circular A-122
- 29CFR Part 98 – Government wide debarment and suspension and government wide drug-free workplace requirements
- 29CFR Part 93 – Restrictions on lobbying
- 29CFR Part 31 and 32 – Non-discrimination and equal opportunity assurance and regulation

Monitoring Process Chart



TYPES OF MONITORING

One way of categorizing monitoring is to view the monitoring effort according to the purposes it is to achieve. There are three (3) types of monitoring, each having a distinctive objective which seeks to assess the acceptability of program activities.

1. Compliance Monitoring

Compliance monitoring (sometimes called custodial monitoring) focuses on the extent to which programs, projects, and services are in legal, fiscal, administrative, and programmatic compliance with WIA and WIOA legislation and regulations, as well as any other contractual requirements. These efforts usually require on-site inspections of facilities and records; however, a great deal of compliance monitoring can be accomplished through desk review. Because contract requirements are designed to ensure the lawful use of public funds, compliance monitoring is closely associated with the program integrity.

Financial monitoring is a special case of compliance monitoring since it focuses on compliance to requirements for financial systems, cost limitations, and expenditure rates.

The best format for overall compliance monitoring is the checklist format. The checklist format provides for a systematic assessment of compliance items and can be used to guarantee that certain questions and data will be reviewed.

2. Performance Monitoring

Performance monitoring focuses on the extent to which a program is achieving or progressing toward achieving performance standards established by the Secretary, Governor, and/or Administrative Entity. It is sometimes referred to as “**plan versus actual**” monitoring. The objective is to determine whether services are being performed at the required level. Generally, performance monitoring is confined to numbers that represent level of performance as opposed to quality of performance.

3. Operations Monitoring

Operations monitoring focuses on the extent to which organizational and operational systems, procedures, and practices are functioning effectively and efficiently. Operations monitoring is an extension of compliance and performance monitoring. The emphasis, however, is on the quality of outcomes and performance levels relative to cost.

This type of monitoring represents a more in-depth examination of program activities and often calls for an analysis of very complex data. It is based on certain assumptions about what constitutes “good” or quality programs then monitors programs to see if those attributes are present.

THE PURPOSE OF MONITORING

The purpose of monitoring is to track and control project activities and the total program effort to assure that those activities are properly implemented, managed, and in compliance with regulations while at the same time assure that the best possible services are provided to those in need, and that the goals and objectives of the LWDA's and WIOA in general are being met.

The essence of this philosophy is comprised in the monitoring of the following areas:

1. People:

- Are those persons most in need of employment and training services being reached and served by the program?
- Are quality services being provided to participants?
- Do program participants meet the eligibility requirements?

2. Programs:

- Are the activities and services offered consistent with the regulations?
- Are the programs being run according to acceptable practices?
- Are the programs meeting the priority needs and objectives identified in the plan?

3. Expenditures

- Are the dollars being spent appropriately and according to regulations?
- Can the monies spent be accounted for?

The on-going monitoring activities should accomplish the following:

- (a) Assurance that reports (both operational and fiscal) are accurate;
- (b) Forecast program and fiscal trends;
- (c) Ensure contract compliance;
- (d) Identify management and programmatic areas where assistance is needed and provide assistance, as necessary; and,
- (e) Identify existing or emerging problems, determine when corrective action steps are needed, in a realistic time frame, to effectively address and overcome identified deficiencies.

To ensure consistency and thoroughness in monitoring of different contractors, the same procedures must be used to gather and record information. Checklists, questionnaires, worksheets, and other standardized forms should be used for both desk and field review.

MONITORING METHODS AND PROCEDURES

Monitoring methods are approaches to the collection of information that supports the monitoring objective. These methods are generally applicable to any or all of the monitoring. There are five (5) methods. They are: records reviews, interviews, observation, desk reviews of existing data, and on-site reviews. The monitoring methods can be used singularly or in combination to address any of the types of monitoring.

The monitoring process follows fairly standard steps – preparation, data collection, data analysis, conclusions and reports, corrective action, and follow-up. The data collection may incorporate some or all of the monitoring methods mentioned above. It is by this process that the standard procedures for monitoring service providers are established for the LWDA.

MONITORING GUIDELINES FOR PARTICIPANT FOLDERS REVIEW

A minimum of ten percent (10%) of all participants in a WIA and WIOA funded and a minimum of 30% of NEG training activity will be randomly chosen and their folders will be reviewed to determine whether the minimum documents are present, adequate and complete, and whether the information recorded is accurate. A review will be made to determine that eligibility was properly determined.

The Participant Monitoring Folder Checklist form on page 11 should be used to document each folder reviewed. This form may be amended as needed.

Once the minimum of ten percent (10%)/(30% of NEG) of participant files have been chosen the Monitor will conduct a file and site review of the training provider(s) associated with each of the WIA and WIOA participants that were chosen by randomly selecting no less than ten percent (10%) of the total amount of individuals enrolled in training with WIA and WIOA funds. Each of those sites will be monitored according to the “Standard Procedures for Monitoring Contracts and Service Providers” in the section below.

STANDARD PROCEDURES FOR MONITORING CONTRACTS AND SERVICE PROVIDERS

- Appropriateness of training for participants
- Quality of the training process
- Training outcomes
- Compliance with terms of the contract, LWDA, and other applicable laws and the administrative provisions.

I. Desk Review

The desk review consists, firstly, of preparation for monitoring the particular activity or program. Prior to a field visit to a service provider, the monitor is to review, as applicable, the following:

- A. Proposal and other pre-award information, contract, and modifications to ensure that all necessary information is present and comprehensive.

The documents should include budget information, personnel information including resumes or other documents of qualification, curriculum, identification of the targeted population and the numbers to be served, and the performance results expected. The monitor should take a copy of the contract on-site and be prepared to review the program for compliance with this document.

- B. Correspondence between LWDA and contractor, grievance reports, and any other documents or memos pertaining to or regarding the contractor.
- C. Previous monitoring reports and other documentation by State Monitoring, LWDA Monitor, and/or other LWDA staff assigned to directly oversee the contract. (Check to see if deficiencies identified in previous reports have been corrected or make note to check later during the field review).
- D. Financial controls, reports, and requests for payment or reimbursement invoices from contractors. (These should be reviewed and compared to the fiscal records on site.)
- E. Participant records (including timesheets, progress reports, etc.) and MIS records.
- F. Performance indicators and other pertinent information related to the anticipated successful fulfillment of the contract.

The monitor should be as knowledgeable as possible regarding the service provider before the visit. In addition to the above, the monitor should consult with LWDA staff to determine any unique problems or situations of which staff may be aware. Copies of the monitoring instrument such as questionnaires, forms, and worksheets to be used while on site should be compiled during the time period allotted for the desk review. The time necessary for this review is dependent upon the size and complexity of the program to be monitored.

II. Field Review

A field review or on-site review calls for visits to the contractor's service location, administrative offices, or other necessary location. Because the on-site review can disrupt the contractor's operations, on-site reviews should, as much as possible, be scheduled at times convenient to the contractor.

Prior to the review, the contractor is notified of the on-site review and to schedule the date and time of the visit. This may be arranged by telephone, e-mail, or letter. At that time, the monitor may indicate the sources of information needed, including the person(s) who will need to be interviewed.

The appropriate monitoring instruments are to be used to facilitate the review. There is no particular order in which to approach the areas to be monitored; however, this should be determined in advance by the monitor at the desk review. Generally the on-site review will involve all or most of the following activities:

- A. Entrance interview/conference held with authorized representative(s) of the service provider.

The entrance conference is the occasion for the monitor to be formally introduced to the contractor representative(s), stating the purpose of the visit. The contractor is given an overview of the monitoring activities and the process involved. Final logistical arrangements so that documents and interviewees can be accessible at appropriate times can be made at this time.

- B. Staff interview(s) (A contractor interview topic guide may be used).
- C. Participant interviews. (A standardized questionnaire may be used).
- D. Records review, i.e. timesheets, rosters, accounting papers, books, test, and curriculum. (The contract staff has 72 hours from official notice either by e-mail or memorandum to produce this information and if the information is not produced, the monitor should report the absence of material.)
- E. Observation of facility and equipment/supplies.
- F. Observation of instruction/training (particularly in an attempt to assess the quality of instruction/training).
- G. If applicable, an exit conference with authorized representative of the service provider may be held.

At the conclusion of the on-site review, an exit conference can be held. The monitor should express appreciation for the time and cooperation given for the review and apologize for any disruption or inconveniences imposed. The monitor may also provide feedback in the form of either a listing of significant findings or conclusions or the anticipated time the report will be completed.

The monitoring instruments may be filled out during or after the field visit, but should be maintained on file as documentation for the final written report.

III. Data Analysis and Report Preparation

Once the data collected has been analyzed by bringing together the relevant information to address a monitoring objective and form objective conclusions, a report is prepared. Before actually beginning to write the report, information gathered during the review is compiled and organized so that the information is presented in an orderly manner.

The monitoring report should:

- A. Review the monitoring objectives.

- B. Give a brief description of the monitoring activities. This includes a listing of the data sources (State ID, records, etc.)
- C. State conclusions for each monitoring objective, citing findings that were used in the analysis leading to the conclusion whether good or bad (In identifying deficiency findings, include descriptive information concerning problem areas. For problem areas involving non-compliance, make reference to the specific violation of program regulation.) Highlight or praise accomplishments and exceptions.
- D. Summarize the review by conclusions about the overall status of the contract in terms of issues covered by the monitoring objectives.
- E. Make recommendations for corrective action and a schedule for implementation of those actions. The final decision, however, for how identified problems or potential problems will be resolved and who will be responsible for resolving the problem(s) rests with the appropriate Local Area Coordinator (LAC).
- F. Make projections, if possible, about outcomes, performance, expenditures, etc.
- G. Include documentation and worksheets used to collect information to substantiate findings.

The monitoring report is a means for providing guidance for corrective action, altering contract practices, publicizing successful practices, and providing technical assistance.

IV. Distribution

Once the report is completed by the monitor, it is forwarded to the appropriate WDB Executive Administrator for review. The Executive Administrator then forwards the report to the LAC. The report is then sent to the appropriate team leader for corrective action and resolution of problems and discrepancies. A copy is also forwarded to the training provider for corrective action if corrective action is needed. The Monitoring Report Routing Slip on page 12 is to be attached to each report to show who has reviewed the report as it is forwarded for corrective action or information.

Copies of the report may be made for each applicable party, if necessary. However, the original report with the completed routing slip is filed in the appropriate office's central file. Corrective action reports are filed with the original monitoring report in the central file.

If a report contains findings that warrant corrective action solely on the part of the LWDA and does not contain information pertinent to the training provider, it may not be necessary to forward that report to the training provider.

LWDA #41 Folder Checklist

ITA School or OJT Company: _____

Participant: _____

Folder Checklist

		Yes	No	N/A
1.	Does printout identify enrollment in activities, intensive, and training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Are case notes within folder or in HIRE?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Are case notes current?			
3.	Is the Training Plan complete?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Is testing/assessment information included in folder?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Is EO certification form present, signed and dated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Is (ITA agreement) signed and dated, showing amounts obligated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Amount: _____			
7.	Are time sheets included as proof of attendance or reimbursement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Are invoices included?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OJT Contract Folder

1.	Is OJT contract signed and dated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Is pre-award included in folder?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a.	Does pre-award include a current, unexpired worker's comp. certificate and a EA11?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Does pre-award indicate fringe benefits?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Does company have any other previous OJT contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Did company have any labor disputes, lay-offs, or hiring freezes in past 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Is there a current job description?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Is there an indication of how time-worked records are kept?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Is there a possibility of advancement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Is the position subject to overtime requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Invoice

1.	Is the WIA being invoiced in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Are invoices being processed in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Company

1. When was the company established? _____
2. What are the company's products or services?

3. Is the company minority owned?
4. Is the company female owned?

Comments:

ITA/YTA Folder

- | | | | | |
|----|--|--------------------------|--------------------------|--------------------------|
| 1. | Does printout indentify enrollment in activities, intensive, and training? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. | Are case notes within folder or in HIRE? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Are case notes current? | | | |
| 3. | Is the Training Agreement complete? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the Degree Plan included if University Student? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. | Is School Transcript included in folder? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. | Is EO certification form present, signed and dated? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. | Is (ITA agreement) signed and dated, showing amounts obligated? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Local Workforce Development Area #41

OJT Desk Review

Date: _____

Participant: _____

Participant State ID #: _____

Employer: _____

Does Folder include:

	Yes	No	N/A
HIRE Printout _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Notes _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self Attestation _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ID/Social Security Card/Birth Certificate _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wage Records _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ISS _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I-9 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Description _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy of timesheets/check stub _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selective Service _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eligibility Checklist _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Monitor's Comments:

**LWDA #41
OJT MONITORING FORM
EMPLOYER/SUPERVISOR QUESTIONNAIRE**

Date: _____

Funding Source: Adult ☐ Dislocated Worker ☐ Youth ☐ NEG___ ☐

Employer's Name: _____

Interviewer's Name: _____

Participant's Name: _____

Participant's State ID #: _____

Participant's Occupation: _____

1. How is the participant progressing? _____

2. How is his/her attendance? _____

3. Are there any problems areas such as: (interpersonal skills, job performance, work habits, or cleanliness) that needs to be addressed at this time? _____

4. Who is the participant's direct/immediate supervisor? _____

5. At what rate of pay is the participant paid? _____

6. How many hours per week does this participant works? _____

7. Are there any differences between this participant and other employees working for company?
Yes ☐ No ☐ If yes, please explain: _____

8. What has the participant learned during this training period? _____

9. Do you have any comments and/or concerns regarding the participant and the training that is being provided? _____

Monitor's Comments: _____

We certify that a legitimate need for training continues to exist and the expectation of continued employment for the participant(s) upon completion of training has been established.

Supervisor's Signature

Date

Monitor's Signature

Date

**LWDA #41
OJT MONITORING FORM
PARTICIPANT QUESTIONNAIRE**

Date: _____

Funding Source: Adult ☐ Dislocated Worker ☐ Youth ☐ NEG__ ☐

Employer's Name: _____

Participant's Name: _____

Participant's State ID #: _____

Date of Enrollment: _____

Occupation: _____

1. Did you receive a copy of your job description (training outline) prior to starting work?

Yes ☐ No ☐

2. Is your training following your job description? Yes ☐ No ☐

If no how does it differ? _____

3. At what hourly rate are you being paid? _____

4. How many hours are you working weekly? _____

5. Is the above enrollment date the first day you worked for this employer? Yes ☐ No ☐

6. Has your employer or any subsidiaries cashed a payroll check for you? Yes ☐ No ☐

7. Have you ever been asked to return any of your wages to your employer? Yes ☐ No ☐

If yes, when and why? _____

8. What is the name of your immediate and/or direct supervisor? _____

9. Who actually trains you? _____

10. Do you feel you have received or are you receiving adequate:
 Training Yes ☐ No ☐
 Supervision Yes ☐ No ☐
 Necessary equipment and supplies needed to perform your work? Yes ☐ No ☐
 Orientation to the company policies and procedures Yes ☐ No ☐

11. Are you ever left alone for more than an hour without supervision? Yes ☐ No ☐ If so
 when? _____

12. Do you think you have a chance of remaining on this job once your training is completed?
 Yes ☐ No ☐ If no, why not? _____

13. Do you have any comments about your training? Yes ☐ No ☐

Participant's Signature

Date

Monitor's Signature

Date

Monitor must have a copy of the participant's job description for review.

LWDA #41

**BUSINESS & CAREER SOLUTIONS CENTERS
OJT-ITA/CLASSROOM TRAINING
Participant Equal Opportunity Questionnaire**

SERVICE PROVIDERS NAME: _____

TRAINING SITE: _____

PARTICIPANT'S NAME: _____

1. Were you treated fairly as an individual when you became a participant on WIOA? Yes ☐ No ☐
Explain, if answer is no _____

2. If you asked questions, were they answered fully and satisfactorily? Yes ☐ No ☐ Explain, if answer is no _____

3. What do you like about this training program? _____

4. What do you dislike about this training program? _____

5. Have you received the necessary equipment/material and/or (ITA) books/supplies/equipment needed to complete your training? Yes ☐ No ☐ Explain, if answer is _____

6. Are you required to sign an attendance sheet daily? Yes ☐ No ☐ Explain, if answer is no _____

7. Have you been evaluated and/or received counseling? Yes ☐ No ☐ Explain, if answer is no _____

8. Were you explained your rights and responsibilities regarding the program? Yes ☐ No ☐
Explain, if answer is no _____

9. Do you feel your rights and responsibilities regarding the program were adequately explained?

Yes ☐ No ☐ Explain, if answer is no _____

10. Do you believe this training will assist you in obtaining and/or keeping a job? Yes ☐ No ☐

Explain, if answer is no _____

Interviewer's Signature

Date

Local Workforce Development Area #41

MONITORING REPORT ROUTING SLIP

(Original report must be returned to monitor for filing in the central file along with corrective action report if done.)

Monitor: _____

Date: _____

Report Subject: _____

REVIEWED BY: (Please initial appropriate blank before forwarding)Please initial below:Please Print Name Below:

1. _____ WDB Executive Administrator: _____ Date Received: _____

Comments: _____

2. _____ Local Area Coordinator: _____ Date Forwarded: _____

Comments: _____

3. _____ Team Leader: _____ Date Forwarded: _____

Comments: _____

4. _____ Team Member: _____ Date Forwarded: _____

Comments: _____

5. _____ Contractor: _____ Date Received: _____ Date Mailed to LWIA: _____

_____ Other, please specify: _____ Date Received: _____ Date Mailed to LWIA: _____

6. WIB Oversight Committee (Date Received) _____

CORRECTIVE ACTION REPORT (Please complete only if Corrective Action is required):Initials:Please Print Name Below:

7. _____ Contractor: _____ Date Corrective Action Report Rec.: _____

8. _____ Local Area Coordinator: _____ Date C.A. Report Received: _____

Comments: _____

9. _____ Monitor: _____ Date(s) C. A. Report Rec. & Reviewed: _____

Comments: _____

10. Monitoring Report Presented at WIB Meeting (Date) _____

V. Corrective Action

A. Corrective action by a contractor should be initialed immediately upon notification of findings which should include the forwarding of a copy of the monitoring report. The contractor will have to be informed by letter that a report of that action is due within twenty (20) working days or four (4) weeks of the notification.

NOTE: It is important that monitoring reports are forwarded to contractors as soon as possible.

B. Corrective action by the LWDA is to be initiated immediately. A report of any corrective action taken is due within twenty (20) working days. Notwithstanding this requirement, the LWIA monitor may provide for an extension of up to a maximum of sixty (60) days.

VI. Follow-up

A system to ensure that corrective action is taken within the appropriate time period must be established. If corrective actions have not been taken within the required time, a written memo is issued to the LAC as a reminder.

A filing system that allows efficient access to the information gathered from monitoring reviews and monitoring reports is to be maintained at all times.

INCIDENT REPORT PROCEDURES

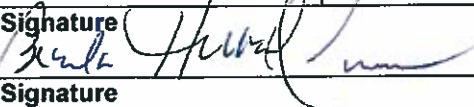
In accordance with state instructions, an incident report is filed to report known or suspected incidents of fraud, misfeasance, nonfeasance, or malfeasance, misappropriation of funds, gross mismanagement, and employee/participant misconduct under the Workforce Investment Act and/or Workforce Innovation and Opportunity Act.

In addition, posters are posted in conspicuous areas to make the public aware that criminal activities will be reported.

The LAC shall be responsible for incident reporting and any necessary actions on follow-up until the incident is resolved.

ATTACHMENT 6

Region IV (LWDB #40 & #41) Priority of Services for Adults and Dislocated Workers

Region IV - Workforce Development Areas #40 & #41			
Policy Number	Policy Name	Effective Date	Revised Date
	Priority of Services for Adults and Dislocated Workers,	04/27/2016	N/A
Director-LWDA #40 Brenda Hubbard-Thomas		Signature 	
Director-LWDA #41 Cortney Boutte-Breaux		Signature	

Purpose

To establish Priority of Services for Adults and Dislocated Workers at the Business and Career Solutions Centers.

Definitions/Policy:

It shall be the policy of Local Workforce Development Boards in Region IV that priority of service shall be given as follows:

- Veterans and eligible spouses (Priority of Service)
- Recipients of public assistance
- Other low income individuals
- Individuals who are basic skills deficient
- Individuals with disabilities that are recipients of public assistance and/or low income

Veterans and eligible spouses continue to receive priority for service for all DOL-funded job training programs, which include WIOA programs. However, as described in TEGL 10-09, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA, priority must be provided in the following order:

1. First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority of services provided with WIOA adult formula funds.
2. Second, to non-covered persons (That is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.)
3. Third, to veterans and eligible spouses who are not included in WIOA's priority group.
4. Last, to non-covered persons outside the groups given priority under WIOA.

Note: When past income is an eligibility determinant for Federal employment or training programs, any amounts received as military pay or allowances by any person who served on active duty, and certain other specified benefits must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings are not to be included when calculating income for veterans or transitioning service members for this priority.

References

- Workforce Innovation and Opportunity Act of 2014 (WIOA) Title I Section 3 (24) and Section 134
- TEGL 3-15
- TEGL 10-09

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